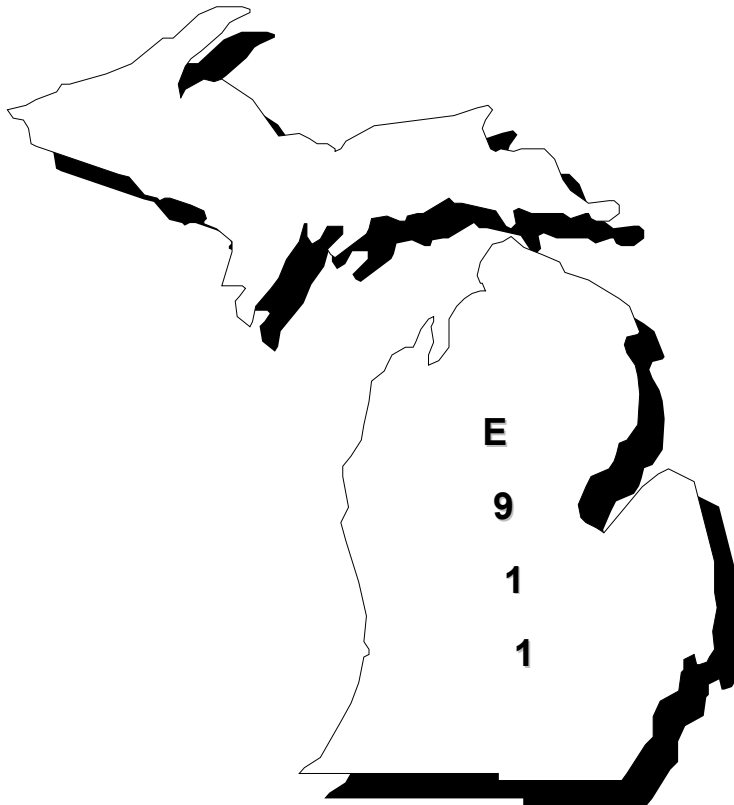


**Michigan  
Emergency Telephone Service Committee  
(ETSC)**

**2002 Report to the Michigan Legislature  
on the  
Implementation of Wireless E9-1-1**

**P.A. 78, 79, 80, and 81 of 1999  
amending P.A. 32 of 1986**



**August 30, 2002**

**ETSC Web Site: [www.michigan.gov/msp/0,1607,7-123-1589\\_3493\\_4597---,00.html](http://www.michigan.gov/msp/0,1607,7-123-1589_3493_4597---,00.html)**

<p align="center"><b>Emergency Telephone Service Committee</b>  <b>2002 Report to the Michigan Legislature</b></p>
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**Emergency Telephone Service Committee  
2002 Report to the Michigan Legislature**

**STATUS OF WIRELESS E9-1-1 IMPLEMENTATION**

Much has been accomplished over the past year in Michigan's efforts to bring wireless enhanced 9-1-1 service to the state, and much work remains. The events of September 11, 2001, have placed increased emphasis on the critical need for secure and seamless communications capabilities between dispatch centers and the services they coordinate--law enforcement, fire, and emergency medical services. The nation's citizens have been asked to be aware of their surroundings and to report any suspicious activities to the appropriate authorities. The need for statewide wireline and wireless enhanced 9-1-1 service has never been greater.

As stated in the Report Card to the Nation, prepared by the National Emergency Number Association in September 2001:

*There are approximately 190 million calls to 9-1-1 each year—that's more than 500,000 calls per day. As a public service, 9-1-1 is unequalled in terms of reliability.*

*The recent growth in wireless telecommunications has resulted in parallel growth in the number of wireless calls to 9-1-1. Today, over 25% of all 9-1-1 calls nationally are from wireless telephones, with even higher percentages shown to occur in metropolitan areas.*

Phase II E9-1-1 service will provide dispatchers with critical wireless caller location information. Until then, dispatchers must ask callers for their location when they dial 9-1-1 from a wireless phone. A Meceola Central Dispatch study last year showed their average handling time for a wireline 9-1-1 call was 74 seconds, while their average handling time for a wireless 9-1-1 call was 162 seconds. Vacationers traveling through undeveloped areas on snowmobiles or off-road vehicles can be particularly difficult to locate. Clare County Central Dispatch reports their dispatchers can often spend 20 minutes or more on such a call, trying to narrow down the location based on descriptions. People who are traveling through an area oftentimes don't know exactly where they are. The dispatcher must ask them to read a nearby billboard or describe their surroundings in an effort to determine their location.

Another factor to consider is that an emergency at a residence will normally generate one 9-1-1 call, while an emergency on a freeway generates dozens of calls from citizens who give different location information. Dispatchers can't be certain the callers are all reporting the same emergency. Phase II will help alleviate this concern by assisting dispatchers in determining the exact location of callers.

One year ago, 21 of Michigan's 83 counties had partially implemented Phase I service. As of August 1, 2002, 65 Michigan counties now have Phase I service provided by one or more CMRS suppliers licensed to do business in their county. The remaining 18 counties have requested Phase I service and are in various stages of the implementation process. Three counties have requested Phase II service. This is significant progress in a year's time.

The implementation of location technology for E9-1-1 is not a simple one, and is only triggered upon a valid PSAP request for the service. PSAPs must have upgraded their system in order to receive the location information provided by the CMRS suppliers. Prior to deployment, CMRS suppliers must work with each separate governmental jurisdiction, which may require numerous contracts and agreements to be negotiated and completed. CMRS suppliers must also coordinate with the 9-1-1 service provider, their switching and location vendors, while establishing operations systems to manage the cost invoicing process of E9-1-1. Numerous modifications to software, hardware, or addition of equipment to cell sites must also be completed.

Many are not aware that four counties in Michigan's Upper Peninsula have no wireline 9-1-1 service available, and one UP county has only basic 9-1-1 available in limited areas of the county (see Appendix 2). Those individuals who attempt to dial 9-1-1 from an area with no 9-1-1 service receive a telephone company recording advising that they've dialed a non-working number. Those areas

without wireline 9-1-1 service have no foundation in place to handle wireless 9-1-1 calls either. This foundation must be established before the county can begin working with CMRS suppliers to accept wireless 9-1-1 calls.

The Emergency Telephone Service Committee continues to recommend that the State pursue the feasibility of establishing a full-time 9-1-1 coordinator to assist with both wireline and wireless implementation and emerging technologies. Coordination of 9-1-1 has become a highly complex and intensely time-consuming process, which is now beyond the capabilities and time limitations of ETSC members. A coordinator is needed to assist the ETSC in areas such as the legal, technical, and administrative aspects of 9-1-1; negotiating complex issues; working with the Legislature; and disseminating emerging technical information to PSAPs. This position has become even more critical in light of the current importance of homeland security.

SBC Ameritech has met with the Michigan Public Service Commission to discuss filing for a tariff that would allow them to recover wireless E9-1-1 costs through charges to PSAPs. This issue is not unique to Michigan, as other states are facing the possibility of similar tariffs being charged on their PSAPs. While several meetings of various groups have been held in Michigan in an effort to address the concerns of both sides, this is a highly charged issue that has not yet been resolved. The ETSC will monitor this matter and continue to work to move wireless E9-1-1 implementation forward.

The ETSC Legislative Action Subcommittee has begun an extensive review of Michigan's 9-1-1 funding structure. The subcommittee will look closely at Michigan's current system, review programs in other states, analyze cost and call data, and submit to the ETSC recommendations on how Michigan's 9-1-1 system should be funded in the future.

#### **Summary of Fund Distribution:**

Monies collected from the wireless surcharge are being distributed quarterly to eligible counties in accordance with the legislation. To date, over \$25 million has been disbursed (see Appendix 5).

In May 2002, the ETSC certified 81 counties to receive third-year wireless funding. Alpena and Monroe counties were not certified due to their failure to take the necessary steps to amend their final 9-1-1 plan within the time frame established by the ETSC. Both counties will be eligible to reapply for funding during the fourth-year certification process in the spring of 2003.

Invoices are being reviewed and approved by the ETSC for reimbursement as they are received from qualified CMRS suppliers. To date, a total of \$829,751 in reimbursements have been paid to four different CMRS suppliers. An additional \$350,521 was recently approved for reimbursement and the Department of Treasury is in the process of issuing payments. Thirty-eight CMRS suppliers have not yet begun remitting invoices. Until successful implementation is complete, CMRS suppliers generally do not remit invoices to the state. Carriers will continue to make these requests and, once they have, the CMRS fund will decrease very rapidly. Additionally, many CMRS suppliers will incur significant increases in costs to accommodate Phase II, which will deplete the fund in short order.

Dispatcher training funds are being disbursed to PSAPs on a semi-annual basis, in accordance with Section 409 (1) (d) of Public Act 78. To date, \$1,195,862 in funds have been paid out to 163 PSAPs through two separate payments (see Appendix 8). The ETSC Dispatcher Training Subcommittee and MCOLES have approved 42 courses under this program (see Appendix 9).

*For the 2001 Report to the Legislature, counties provided information based on their individual fiscal year. This made it difficult to provide meaningful evaluation of the data because of the varying time periods covered. Therefore, for purposes of this year's report, counties were asked to provide expenditure and call volume information for calendar year 2001. Other information contained in the report, including implementation progress and wireless fund distributions, is as current as available.*

## Reporting Requirements of P.A. 78 of 1999

P.A. 78 of 1999, Section 412 (1) states: **The committee shall conduct and complete a cost study and make a report on the service charge required in section 408 not later than April 30, 2000, and August 30 annually after 2000. The report of the study shall include at a minimum all of the following:**

- A. The extent of emergency telephone service implementation in this state by CMRS suppliers under the wireless emergency service order and this act.**
- B. The actual costs incurred by PSAPs and CMRS suppliers in complying with the wireless emergency service order and this act.**
- C. The service charge required in section 408 and a recommendation to change the service charge amount if needed to fund the costs of meeting the time frames in the wireless emergency service order and this act.**
- D. A description of any commercial applications developed as a result of implementing this act.**
- E. A detailed record of expenditures by each county relating to the implementation of the wireless emergency service order and this act.**

This information was requested from counties via letter on December 21, 2001, and from CMRS suppliers via letter on June 4, 2002. A reminder notice was sent to counties in May 2002. What follows is the Emergency Telephone Service Committee's compilation of responses received.

- A. The extent of emergency telephone service implementation in this state by CMRS suppliers under the wireless emergency service order and this act.**

All of Michigan's 83 counties have requested Phase I wireless service and three counties have requested Phase II service. To date, 65 counties have partially implemented Phase I, meaning the service is being provided by at least some of the CMRS suppliers licensed to do business within the county. A map detailing the status of Phase I by county is contained in Appendix 1 (page 15). A status report listing CMRS implementation by county is contained in Appendix 6 (page 32 a-k).

- B. The actual costs incurred by PSAPs and CMRS suppliers in complying with the wireless emergency service order and this act.**

**PSAPs:** Each county was asked to report actual Phase I and Phase II implementation costs and any other allowable wireless fund expenditures for calendar year 2001. A detailed list of responses can be found in Appendix 4. Overall, counties received \$10 million in wireless funding during calendar year 2001. Counties report spending \$2,869,017 on Phase I; \$812,431 on Phase II; and \$10,273,570 on other allowable expenditures. (Some of these expenditures were made with wireless funds carried over from the previous year.)

Some counties report that they are setting aside all or a portion of their wireless monies until they have sufficient funds to complete dispatch center upgrades or purchase costly Phase II equipment, such as mapping software or CAD systems.

**CMRS:** Reimbursements approved by the ETSC to date total \$1,180,272. One supplier provided an estimate of their 2002 Phase I implementation costs, which they anticipate will be approximately \$529,000. Another supplier submitted cost estimates that total approximately \$330,000.

Until successful implementation is complete, CMRS suppliers generally do not remit invoices to the state. The suppliers of CMRS do, however, incur significant costs with the implementation of Phase I and II E9-1-1. There are two main categories of costs for CMRS suppliers implementing Phase I E9-1-1 non-recurring and recurring costs.

**Non-recurring costs** can be broken down into four general types of costs:

- Switching (includes E9-1-1 software and hardware),
- E9-1-1 System Provider Facilities (includes trunks, data links, and selective router interconnection if needed),
- E9-1-1 Vendor Services (may include an implementation fee for deployment in the CMRS supplier's region),
- Engineering, Operations, Maintenance, & Administration (includes billing software development, legal administration, engineering, testing and implementation).

**Recurring costs** can be broken down into three general types of costs:

- E9-1-1 System Provider Facilities (monthly charges a supplier incurs for links and trunks, as well as selective router interconnection costs),
- E9-1-1 Services Vendor (often priced by the vendor for the CMRS supplier on a per subscriber basis, but can also be priced based on the population covered or on switched cell sites covered. These services may also include additional SCP database functionality or location measuring capabilities),
- Supplier Operations, Maintenance, and Administration (ongoing costs depending on what the E9-1-1 vendor services include).

In summary, CMRS suppliers' Phase I E9-1-1 costs for non-recurring charges for a mid-size market can range from a few hundred thousand to several hundred thousand dollars, while Phase I monthly recurring costs can range from several thousand to one hundred thousand dollars. Phase II cost information is only partially available at this time, however, many CMRS suppliers will incur significant increases in costs to accommodate Phase II.

CMRS suppliers will continue to submit invoices as E9-1-1 (Phase I and Phase II) deployments continue, causing the CMRS fund to decrease very rapidly.

**C. The service charge required in section 408 and a recommendation to change the service charge amount if needed to fund the costs of meeting the time frames in the wireless emergency service order and this act.**

With the information provided by counties for this report, the ETSC Legislative Action Subcommittee has begun an extensive review of Michigan's 9-1-1 funding structure. The subcommittee will look closely at Michigan's current system, review programs in other states, analyze cost and call data, and submit to the ETSC recommendations on how Michigan's 9-1-1 system should be funded in the future. The ETSC recommends the current \$.52 wireless surcharge be extended until this review can be completed.

Appendix 11 contains a chart of 9-1-1 surcharges by state. Twenty-two states have a higher monthly wireless surcharge than Michigan, nine states have a \$.50 per month surcharge, and one state charges \$.51 per month.

**D. A description of any commercial applications developed as a result of implementing this act.**

This information was requested from all CMRS suppliers doing business in Michigan. Two CMRS suppliers responded and both indicated they do not use wireless surcharge funds to develop technology for commercial use or profit.

**E. A detailed record of expenditures by each county relating to the implementation of the wireless emergency service order and this act.**

County reports indicate the total annual cost of 9-1-1 operations in Michigan to be over \$136 million. Of this, approximately \$10 million, or less than 10%, came from wireless surcharge funding. While some PSAPs do not yet have the technology in place to obtain accurate call counts, the National Emergency Number Association estimates that over 25% of 9-1-1 calls come from wireless phones, with even higher percentages shown to occur in metropolitan areas. Of those Michigan PSAPs capable of counting or accurately estimating their call volumes, it appears that an average of 32% of all calls to 9-1-1 come from wireless phones.



**Emergency Telephone Service Committee**  
**2002 Report to the Michigan Legislature**  
**OBJECTIVES for 2002-2003**

Since passage of the 1999 legislative amendments to P.A. 32 of 1986, technology has evolved and much has been learned about both wireline and wireless E9-1-1 implementation. The ETSC Legislative Action Subcommittee began work in July to identify areas of P.A. 32 which may need revision or updating. Over the coming months, the subcommittee will research these areas, soliciting input from knowledgeable sources within the state of Michigan and in other states, then work with the Legislature to draft amendatory language.

One area already identified for discussion is extension of the \$.52 wireless surcharge, which is scheduled to sunset on January 1, 2004. Another area of discussion will likely be how to address new technologies that now or will in the future provide non-traditional methods of 9-1-1 access (internet, Palm devices, Automatic Crash Notification [ACN], satellite technology, etc.).

The ETSC Legislative Action Subcommittee has begun an extensive review of Michigan's 9-1-1 funding structure. The subcommittee will look closely at Michigan's current system, review programs in other states, analyze cost and call data, and submit to the ETSC recommendations on how Michigan's 9-1-1 system should be funded in the future. Other areas to be reviewed include:

- ❖ Alternate use of 9-1-1 databases
- ❖ False wireless 9-1-1 calls
- ❖ ETSC rule making authority
- ❖ PBX Location Technology

**Emergency Telephone Service Committee  
2002 Report to the Michigan Legislature**

**DEPARTMENT OF STATE POLICE REPORT**

Wireless Implementation

Progress on upgrading Michigan State Police regional dispatch centers to accept Phase I calls has been slow due to lack of funding. The 1999 wireless legislation did not provide a cost recovery mechanism for MSP. Costs for staff and maintenance of these centers are borne by the department's general fund monies. The department estimates the approximate cost to upgrade equipment at the centers will total nearly \$500,000. The department's largest center, located in Detroit, currently answers approximately 90,000 wireless 9-1-1 calls per month.

One exception to date is the MSP Rockford Regional Dispatch Center. Through an agreement with Kent County, a portion of the county's wireless 9-1-1 funding is being routed to MSP to upgrade equipment and handle wireless call response for the county. Rockford Regional Dispatch currently handles approximately 60,000 wireless 9-1-1 calls per month.

MSP and Marquette County share a dispatch center facility in Negaunee. Marquette has purchased equipment for the facility which MSP will be permitted to utilize. Negaunee currently dispatches 9-1-1 for Iron, Luce, and Mackinac counties. Five additional counties (Keweenaw, Ontonagon, Schoolcraft, Gogebic, and Baraga) have identified Negaunee as their PSAP in their final 9-1-1 plan and are in the process of implementing service.

Default Routing

State Police regional dispatch centers are in the process of being deployed as "default" PSAPs for wireless carrier mobile switching center(s)/operations (MSC or MSO). A "default" occurs when the MSO receives a request for 9-1-1 from a tower without any associated routing information. The switch receives the call, however, doesn't know what to do with it. MSP has agreed to serve as the safety net and have these default calls routed to its centers. These calls are delivered as a PHASE 0 call--voice/caller ID (if available) to the 7-digit number of the dispatch center. MSP will either transfer the calls to the appropriate county jurisdiction or dispatch the emergency directly.

\$.03 Fund

For the first two years, Michigan's wireless surcharge was \$.55 per month. During that time, \$.03 was set aside for use by the Department of State Police "to fund priority issues of 9-1-1 coverage." Earlier this year, MSP retained Schumaker and Company of Ann Arbor, Michigan, to assist in the preparation of an objective needs assessment, an overall financial disbursement strategy, and a proposal submission form which was widely distributed to the 9-1-1 community. The deadline for submission of proposals was July 12, 2002. A total of 32 proposals were received.

Schumaker and Company is now in the process of evaluating the proposals, with the assistance of a working committee comprised of representatives from the PSAP community, and will prepare a report for the Director of the Michigan State Police by early October 2002. Once the Director reviews and approves the report, it will be submitted to the Legislature for final approval of the proposals and authorization for disbursement of the funds, as required by law.

ETSC Staff Support

The Michigan State Police is responsible for providing staff assistance to the Emergency Telephone Service Committee as necessary to carry out the Committee's duties. This function is housed within the department's Uniform Services Bureau (USB) Administrative Section. The USB office serves as the central point of contact for all questions and inquiries regarding the ETSC and its functions.

The Communications Division Commander serves as the State Police representative to the ETSC. This representative currently serves as the chair of the Legislative Action and CMRS subcommittees. Two USB staff members provide administrative staff support to the committee and its members. These three MSP members handle their ETSC duties in addition to their day-to-day responsibilities within the department.

In accordance with P.A. 78, before CMRS invoices are reviewed by the CMRS Subcommittee, Michigan State Police staff must remove all information that identifies the CMRS supplier submitting the invoice. Internal procedures are in place to track invoices as they are received and reviewed by the CMRS Subcommittee and the ETSC. To date, 24 invoices have been received and reviewed for reimbursement.

Regular mailings are sent in an effort to keep interested parties informed of the Committee's activities. A web site is maintained and updated regularly to ensure the most current information regarding the Committee is readily accessible:

([www.michigan.gov/msp/0,1607,7-123-1589\\_3493\\_4597---,00.html](http://www.michigan.gov/msp/0,1607,7-123-1589_3493_4597---,00.html)).

**Emergency Telephone Service Committee  
2002 Report to the Michigan Legislature  
DEPARTMENT OF TREASURY REPORT**

The Department of Treasury is responsible for the financial administration of this program. Financial administration tasks include processing payments received from the Commercial Mobile Radio Suppliers (CMRS); making distributions to the counties, CMRS, and the Public Safety Answering Points (PSAPs) as directed by the committee; and accounting for these transactions.

The Office of Revenue and Tax Analysis identified the CMRS suppliers or resellers that had customers conducting business in Michigan. As of June 2002, there are 42 CMRS suppliers/resellers operating in Michigan.

Cash Receipts to date for Fiscal Year 2002, from CMRS suppliers and interest, total \$18.7 million. Treasury's Bureau of Investments invests the account balances as part of the State's common cash fund.

Four types of payments are made from this program.

1. & 2. County payments, which are funded by the 10-cent and 15-cent portion of the fee have been disbursed on a quarterly basis since May 2000.
4. Three payments have been made to the CMRS suppliers this fiscal year, which is funded by the 25-cent portion of the fee. Payments are made to CMRS suppliers for providing and installing equipment that implements the wireless emergency service order and PA 79 of 1999. A balance of \$24.9 million remains in the fund for disbursement.
4. The second PSAP training fund payment was made in March 2002. \$774,874 was distributed to 140 PSAPs. The next disbursement will occur in the early fall 2002, and is estimated to be more than \$550,000.

The system to make disbursements to the counties and the PSAPs is a modification to the State Revenue Sharing system.

(as of June 2002)

**CONTACT:**

Connie Ross      [rosscl@michigan.gov](mailto:rosscl@michigan.gov)  
or  
Andrew Lockwood      [lockwooda@michigan.gov](mailto:lockwooda@michigan.gov)  
at  
(517) 373-2697

**Emergency Telephone Service Committee  
2002 Report to the Michigan Legislature  
COUNTY CERTIFICATION**

At its September 26, 2001, meeting, the ETSC approved the following criteria to be used in determining third-year certification:

1. *To be compliant with Michigan P.A. 78, a county must, prior to November 30, 2001:*

(A) *Provide ETSC with documentation of a final 911 plan, approved by that county's board of commissioners. **This applies only to those counties that recertified for 2001 with a tentative plan. Those counties that have already submitted their revised final plan are compliant with this provision.***

(B) *The final 911 plan must incorporate a reference to FCC Docket 94-102, the wireless emergency service order.*

2. *Each county must have submitted reporting documentation of expenditures, accounting, and usage of cellular funds received, as requested by the ETSC, via Lt. Col. Madden's office, and as required by the Public Act.*

This information was disseminated to all County Board of Commission Chairs and PSAP directors in letters dated November 6, 2001.

At the March 2002 ETSC Meeting, the Committee voted to certify 78 counties as eligible for third-year funding. An additional four counties were tentatively certified eligible pending completion of the following steps:

Alpena County	Hold a public hearing and adopt a final 9-1-1 plan scheduled for March 22, 2002.
Macomb County	Adopt a final 9-1-1 plan scheduled for March 21, 2002.
Mason County	Adopt a final 9-1-1 plan scheduled for March 12, 2002.
Sanilac County	Hold a public hearing and adopt a final 9-1-1 plan scheduled for March 13, 2002.

Alpena County was subsequently unable to meet the March 31 deadline and was not certified for third-year funding. Monroe County was not certified as it had not completed the required steps and would be unable to do so by March 31, 2002. Both Alpena and Monroe counties will be eligible to apply for fourth-year funding in 2003.

**Emergency Telephone Service Committee  
2002 Report to the Michigan Legislature  
DISPATCHER TRAINING**

Section 409 (1) (d) of Act 78 of 1999 provides that \$.015 of the surcharge collected for each CMRS connection be distributed to primary public safety answering points (PSAPs) for the basic and in-service training of PSAP personnel. The Act also requires the funds be spent on training that is approved by the Michigan Commission on Law Enforcement Standards (MCOLES).

During the past year MCOLES partnered with and provided support to the ETSC as provided in P.A. 78. Several meetings of the Training Subcommittee were hosted by MCOLES to facilitate resolution of issues related to training and funding.

Under the provisions of the Act, MCOLES screened requests for approval of in-service dispatcher training courses for eligibility for training fund use by primary PSAPs and forwarded the requests to the subcommittee. In consultation with the subcommittee, in-service dispatcher training course requests were processed and reviewed. Those found to be eligible were approved by MCOLES for funding eligibility. Approved courses were submitted by MCOLES for inclusion on the ETSC web registry.

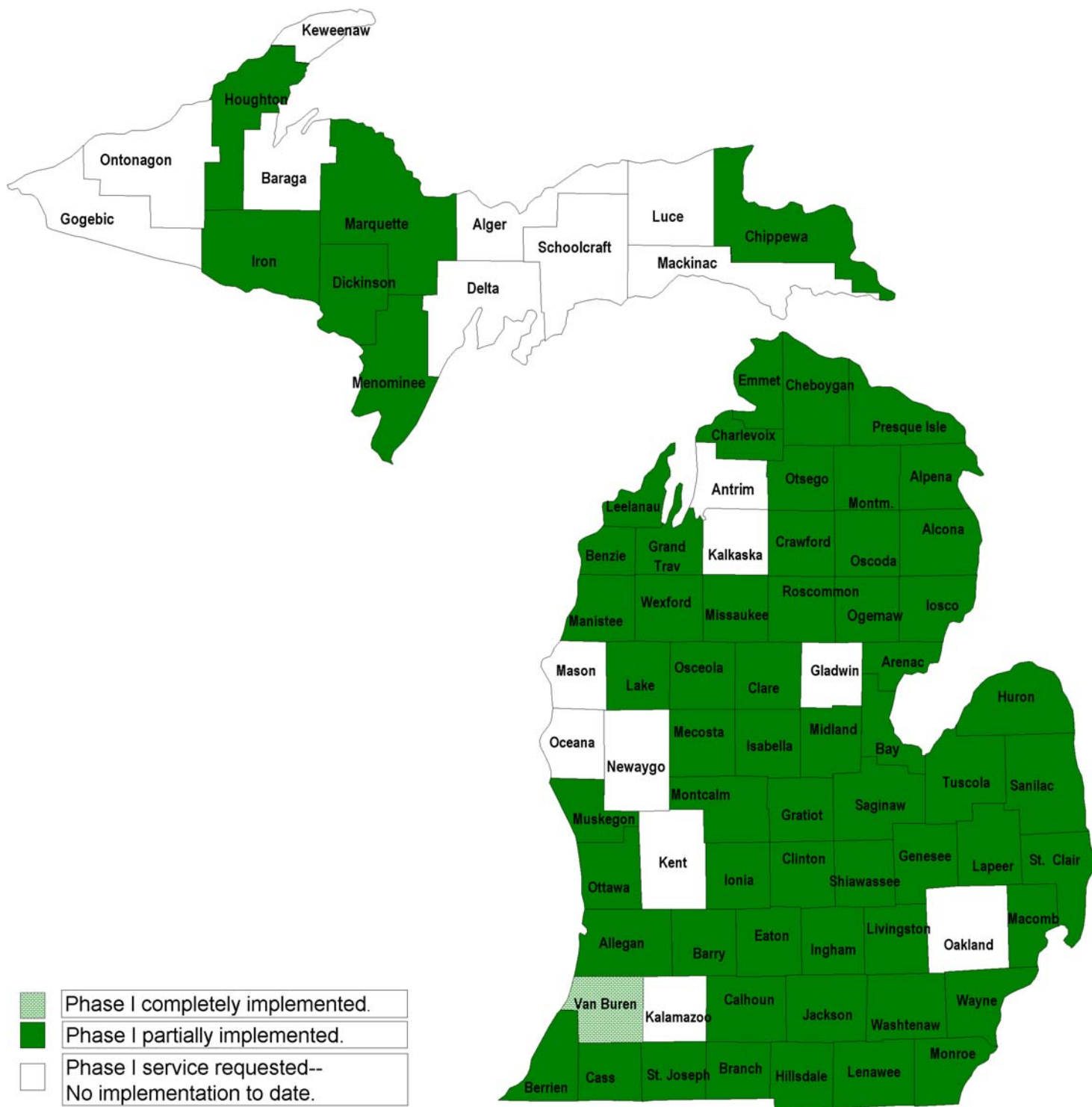
Forms and protocols for the reporting of ETSC Dispatcher Training Fund expenditures and training were also developed in cooperation with the ETSC Training Subcommittee.

Dispatcher training funds have been distributed to PSAPs as follows:

<b>Distribution Date</b>	<b>Total # of Eligible PSAPs</b>	<b>Total # of Eligible Dispatchers</b>	<b>Total Amount Distributed</b>	<b>Approx. Per Dispatcher Amount</b>
August 2001	143	1,814	\$421,000	\$232
April 2002	140	1,822	\$774,881	\$425

A detailed listing of PSAPs and distribution amounts is attached in Appendix 8 (pages 35-37).

## Map of Phase I Wireless Implementation by County as of August 15, 2002



**STATUS OF WIRELINE E9-1-1 IMPLEMENTATION**  
as of August 2002

County	Wireline
Alcona	Enhanced 9-1-1
Alger	Enhanced 9-1-1
Allegan	Enhanced 9-1-1
Alpena	Enhanced 9-1-1
Antrim	Enhanced 9-1-1
Arenac	Enhanced 9-1-1
Baraga	Basic/Planned <sup>1</sup>
Barry	Enhanced 9-1-1
Bay	Enhanced 9-1-1
Benzie	Enhanced 9-1-1
Berrien	Enhanced 9-1-1
Branch	Enhanced 9-1-1
Calhoun	Enhanced 9-1-1
Cass	Enhanced 9-1-1
Charlevoix	Enhanced 9-1-1
Cheboygan	Enhanced 9-1-1
Chippewa	Enhanced 9-1-1
Clare	Enhanced 9-1-1
Clinton	Enhanced 9-1-1
Crawford	Enhanced 9-1-1
Delta	Enhanced 9-1-1
Dickinson	Enhanced 9-1-1
Eaton	Enhanced 9-1-1
Emmet	Enhanced 9-1-1
Genesee	Enhanced 9-1-1
Gladwin	Enhanced 9-1-1
Gogebic	Planned
Grand Traverse	Enhanced 9-1-1
Gratiot	Enhanced 9-1-1
Hillsdale	Enhanced 9-1-1
Houghton	Enhanced 9-1-1
Huron	Enhanced 9-1-1
Ingham	Enhanced 9-1-1
Ionia	Enhanced 9-1-1
Iosco	Enhanced 9-1-1
Iron	Enhanced 9-1-1
Isabella	Enhanced 9-1-1
Jackson	Enhanced 9-1-1
Kalamazoo	Enhanced 9-1-1
Kalkaska	Enhanced 9-1-1
Kent	Enhanced 9-1-1
Keweenaw	Planned
Lake	Enhanced 9-1-1

County	Wireline
Lapeer	Enhanced 9-1-1
Leelanau	Enhanced 9-1-1
Lenawee	Enhanced 9-1-1
Livingston	Enhanced 9-1-1
Luce	Enhanced 9-1-1
Mackinac <sup>2</sup>	Enhanced 9-1-1
Macomb	Enhanced 9-1-1
Manistee	Enhanced 9-1-1
Marquette	Enhanced 9-1-1
Mason	Enhanced 9-1-1
Mecosta	Enhanced 9-1-1
Menominee	Enhanced 9-1-1
Midland	Enhanced 9-1-1
Missaukee	Enhanced 9-1-1
Monroe	Enhanced 9-1-1
Montcalm	Enhanced 9-1-1
Montmorency	Enhanced 9-1-1
Muskegon	Enhanced 9-1-1
Newaygo	Enhanced 9-1-1
Oakland	Enhanced 9-1-1
Oceana	Enhanced 9-1-1
Ogemaw	Enhanced 9-1-1
Ontonagon	Planned
Osceola	Enhanced 9-1-1
Oscoda	Enhanced 9-1-1
Otsego	Enhanced 9-1-1
Ottawa	Enhanced 9-1-1
Presque Isle	Enhanced 9-1-1
Roscommon	Enhanced 9-1-1
Saginaw	Enhanced 9-1-1
St. Clair	Enhanced 9-1-1
St. Joseph	Enhanced 9-1-1
Sanilac	Enhanced 9-1-1
Schoolcraft	Planned
Shiawassee	Enhanced 9-1-1
Tuscola	Enhanced 9-1-1
Van Buren	Enhanced 9-1-1
Washtenaw	Enhanced 9-1-1
Detroit	Enhanced 9-1-1
Downriver	Enhanced 9-1-1
CEW	Enhanced 9-1-1
CWW	Enhanced 9-1-1
Wexford	Enhanced 9-1-1

<sup>1</sup>Only a portion of the county's citizens have basic service at this time. The remainder have no 9-1-1 service.

<sup>2</sup>Mackinac and Boise Blanc Islands have opted out of the county's final 9-1-1 plan and have no 9-1-1 service.



## Overview of Wireless Fund Distributions to Date as of August 12, 2002

FUND	RECEIPTS	DISBURSEMENTS	BALANCE
<b>CMRS (.25)</b>	28,834,733	829,751	28,004,982
<b>COUNTY (.10)</b>	12,441,713	10,032,060	2,409,653
<b>COUNTY/POP (.15)</b>	18,680,372	15,066,090	3,614,282
<b>TRAINING (.015)</b>	1,736,256	1,195,862	540,394
<b>MSP (.03-sunset)</b>	1,977,362	123,801	1,853,561
<b>TOTALS</b>	<b>63,670,436</b>	<b>27,247,564</b>	<b>36,422,872</b>

P.A. 32 of 1986, as amended, provides that the \$.52 wireless surcharge is to be distributed as follows:

**CMRS:** \$.25 is disbursed to reimburse CMRS suppliers licensed by the Federal Communications Commission for providing and installing equipment that implements the wireless emergency service order and P.A. 32 of 1986, as amended. This disbursement is made as CMRS invoices are submitted to and approved by the ETSC. (Not reflected in disbursements here is \$350,521.97 that was approved for reimbursement by the Committee at its August 19, 2002 meeting.)

**COUNTY:** \$.10 is disbursed equally to each county that has a final 9-1-1 plan in place that includes implementing the wireless emergency service order and P.A. 32 of 1986, as amended. Money received by a county shall only be used to implement the wireless emergency service order and P.A. 32. Disbursement is made quarterly by the Department of Treasury.

**COUNTY/POPULATION:** \$.15 is disbursed on a per capita basis to each county that has a final 9-1-1 plan in place that includes implementing the wireless emergency service order and P.A. 32 of 1986, as amended. The most recent census conducted by the United States Census Bureau is used to determine the population of each county. Money received by a county shall only be used to implement the wireless emergency service order and P.A. 32. Disbursement is made quarterly by the Department of Treasury.

**TRAINING:** \$.015 is available to PSAPs for training personnel assigned to 9-1-1 centers. Funds are distributed semi-annually, in accordance with an application process established by the ETSC. Money is disbursed to eligible PSAPs and counties for training of PSAP personnel through courses approved by the Michigan Commission on Law Enforcement Standards. The courses must provide basic 9-1-1 operations training or in-service training to employees engaged in 9-1-1 service.

**CMRS RETAINS:** \$.005 is retained by the CMRS supplier or reseller to cover the costs of billing and collection as the only reimbursement from this charge for billing and collection costs. (Since this portion is not submitted to the Department of Treasury, it is not included in the chart above.)

**MSP:** For the first two years, Michigan's wireless surcharge was \$.55 per month. During that time, \$.03 was set aside for use by the Department of State Police "to fund priority issues of 9-1-1 coverage." Earlier this year, MSP retained Schumaker and Company of Ann Arbor, Michigan, to assist in the preparation of an objective needs assessment, an overall financial disbursement strategy, and a proposal submission form which was widely distributed to the 9-1-1 community. The deadline for submission of proposals was July 12, 2002. A total of 32 proposals were received. Schumaker and Company is now in the process of evaluating the proposals, with the assistance of a working committee comprised of representatives from the PSAP community, and will prepare a report for the Director of the Michigan State Police by early October 2002. Once the Director reviews and approves the report, it will be submitted to the Legislature for final approval of the proposals and authorization for disbursement of the funds, as required by law.

**(Insert COUNTY INFORMATION spreadsheet here)**  
Page 1

**(Insert COUNTY INFORMATION spreadsheet here)**

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## COUNTY INFORMATION DETAIL

The information contained in this Appendix was compiled from reports submitted by each county to the Emergency Telephone Service Committee. Information was provided for calendar year 2001.

County	Comments
Alcona	<p>Wireless funds are being banked in Alcona County. Current plans call for moving Alcona County Central Dispatch from the Sheriff's Office to a separate building.</p> <p><u>Saving Funds For:</u> Purchase of a building and renovating it to meet the needs of the dispatch center. Additionally, new radio equipment and new voice recording equipment are planned for when the dispatch center moves from the Sheriff's Office to its own facility.</p>
Alger	<p>Alger County did not incur costs in 2001 due to the early stages of Phase 1. They were still working with Ameritech to accept wireless calls on their system.</p> <p><u>Saving Funds For:</u> An updated 9-1-1 system in 2002.</p>
Allegan	<p>Allegan County's 9-1-1 phone system and ANI/ALI delivery was upgraded in November of 2001 to receive Phase I wireless calls. In 2001, Allegan County absorbed the cost of wireless 9-1-1 through its regular 9-1-1 Central Dispatch operating budget.</p> <p>At the onset of 2002, Allegan County Central Dispatch added two additional full-time staff positions. Both of these positions are being funded from wireless funds received during the 2002 budget year.</p> <p><u>Saving Funds For:</u> The accumulated total, \$208,827, received from the fund since 2000 has been set aside for a future 9-1-1 phone system upgrade and mapping system that can be integrated for use with Phase II wireless 9-1-1. At the onset of 2002, two additional full-time staff positions were funded from wireless funds received during the 2002 budget year.</p>
Alpena	Phase I implementation is complete in Alpena County.
Antrim	<p>No expenditures have been made.</p> <p><u>Saving Funds For:</u> Implementation of a mapping program.</p>
Arenac	<p>Of their total Phase I implementation costs, \$11,942 was paid to their CAD provider to install an upgrade to the Proctor ANI Controller to 10/20 digit. Their largest other allowable expenditure from wireless funds was a new DVD-RAM Voice Logging System.</p> <p>They have contracted with a firm to draft a wireless nondisclosure agreement between the County and Nextel and CenturyTel. The flat fee of \$400 has been paid out of the wireless surcharge fund to cover services for the remainder of 2001.</p> <p>Without wireless funds, Arenac County would have been unable to do many of the upgrades in preparation to implement and receive wireless calls for emergency service. They are in the process of taking bids for a new dispatch center.</p> <p>Wireless Calls Received: There were many more calls than reported as the CAD System only records the first 9-1-1 wireless call logged on a complaint. They may actually receive several 9-1-1 wireless calls for the same accident. Because of that, it is impossible for them to report the true actual number of 9-1-1 wireless calls at this time.</p>

Arenac (cont.)	<u>Saving Funds For:</u> Projected 2002 costs include \$2,427 for upgrade and testing on remote database interface to support new format; county 9-1-1 director's salary, maintenance of voice logging system (\$1,579).
Baraga	In January 2002, Baraga County hired TopComp for MSAG/addressing development; contract award amount of \$56,000. In March 2002 the Board of Commissioners named Baraga County Sheriff's Department as PSAP at the request of Baraga Telephone Company to comply with FCC 01-351.  <u>Saving Funds For:</u> MSAG addressing development.
Bay	Nextel and CenturyTel are providing Phase I service in Bay County. Alpine PCS will be the next wireless company to provide Phase I in early fall.
Benzie	E9-1-1 wireless funds have been used to assist in funding the 9-1-1 function for Benzie County. Specifically this includes the expenses for the five-year lease purchase of an upgraded 9-1-1 system and its supporting maintenance contract. Phase I implementation continues.  <u>Saving Funds For:</u> Unexpended revenue is carried over into the fund's balance for the following year, which is a normal and desirable result.
Berrien	Berrien County is in the process of setting up the installation of the software for Phase I. Once the software is installed, Nextel and CenturyTel are ready to test. They have a signed agreement with Nextel, CenturyTel, and Centennial Wireless, although Centennial is not ready to test.
Branch	Branch County equipment is Phase I compliant.
CCE (Charlevoix, Cheboygan, and Emmet counties)	This is a three-county dispatch center, with the income and expense budget for operations consolidated. The information provided is from those consolidated figures. They plan to add cellular tower locations to their digital mapping system. Their in-house E9-1-1 phone controller has gone through two upgrades.
Calhoun	Recently all PSAPs in Calhoun County entered into an agreement which will allow the Calhoun County Emergency Telephone District Board to begin the process of hiring an E9-1-1 Coordinator to explore the feasibility of and plan for a consolidated E9-1-1 Center.  <u>Saving Funds For:</u> Saving to hire an E9-1-1 Coordinator to explore the feasibility of and plan for a consolidated E9-1-1 Center in addition to funding Phase I and Phase II implementation costs.
Cass	If a tariff is established, the costs would create a hardship for the central dispatch center to operate.  In 1999, the 9-1-1 system was upgraded to the CML Sentinel System. This allows for both Phase I and Phase II calls to be processed. The CLUES CAD system will need to be upgraded to accept and process Phase II information. It is anticipated the CAD system upgrade will take place in 2003.  <u>Saving Funds For:</u> CLUES CAD system upgrade to accept and process Phase II information.
Charlevoix	*See CCE
Cheboygan	*See CCE

Chippewa	<p>In February 2001, they moved into their newly renovated Chippewa County Central Dispatch building after combining dispatching services for the county. There was Basic 9-1-1 service in the county until June 2002, when they became enhanced.</p> <p>They have purchased and installed a Nortel telephone switch with a Positron Lifeline 100, power CAD, and power mapping equipment. Central Dispatch has the proper equipment in place to accept Phase I wireless calls. Wireless calls are estimated as equipment has only recently been put into place to track actual calls.</p> <p>They have purchased Arcview software and are working with their townships and other municipalities to improve their mapping. They have also replaced their high band radio equipment on all of their radio towers.</p>
Clare	<p>Clare County does not have a mechanism to track types of calls.</p> <p>Cellular companies have been notified. Intrado has made contact representing CenturyTel. A disclosure notice is on file with CenturyTel. The county has rolled all wireless 9-1-1 funds into the operating budget for the dispatch center.</p>
Clinton	<p>Clinton County Central Dispatch has been receiving FCC Phase I calls. Phase I implementation costs were completed in 2000.</p> <p>2001 Call Summary: 9-1-1 trunks 23,778, wireless calls 16,373, general business calls 60,630. 69% of all emergency calls were wireless.</p> <p>Clinton County has been purchasing equipment for several years toward FCC Phase II compatibility. As of December 31, 2001, an additional \$311,780 has been spent over what has been received from wireless surcharge funds.</p>
Crawford	Crawford County's PSAP is capable of receiving wireless calls on 9-1-1 terminals.
Delta	<p>Both cellular companies have advised they should be ready for Phase I by the 4<sup>th</sup> quarter of 2002. Right now the main obstacle is Ameritech's trunk lines from Marquette. Ameritech and the cellular companies are resolving the issue. They have chosen Positron as their mapping vendor, which is also their E9-1-1 equipment vendor. However, they do not have a time scheduled for installation. The digital map is being prepared locally by CUPPAD and is 90% complete. Once it is finished, the map will be interfaced with the Positron system and, at that time, should be ready for Phase II.</p>
Dickinson	Dickinson County upgraded for Phase I in 2000. They are receiving wireless calls from one cellular company and three other wireless companies are in the process of upgrading their hardware and software. It is expected that these companies will be on-line within six months.
Eaton	<p>Wireless funds are used for purchasing office and computer equipment and computer software/services. Wireless 9-1-1 calls (52.8%) exceed wireline 9-1-1 calls. No Phase I implementations occurred during the 2001 calendar year. PSAPs should not be required to pay 9-1-1 service providers for the delivery of wireless 9-1-1 calls from the selective router to the PSAP on a per call basis.</p>
Emmet	*See CCE
Genesee	This 9-1-1 Center is now equipped and prepared for Phase II, and was the first county in Michigan to formally request Phase II service.

Gladwin	Nextel and CenturyTel nondisclosure agreements submitted, with no other wireless service in the county. Voice Stream nondisclosure agreement, but no service in the county. NCAS Phase I upgrade approved with Intrado and changes completed. Lifeline 100 equipment upgrade ordered from Ameritech. The \$4,324 other allowable expenditures from Wireless 9-1-1 funds was used for part of the installation costs for 800 MHz MPSCS radio for Gladwin Central Dispatch on their own talk group.
Gogebic	Gogebic County has contracted with a consulting firm, also starting the MSAG development and GIS Mapping services. Gogebic County hired a 9-1-1 coordinator. Working with Michigan State Police regional dispatch.
Grand Traverse	Grand Traverse County is researching upgrades/replacement for their telephone system, mapping, and CAD to move toward Phase II compliance.  Most of their cellular companies are on-line, but they are still working with a few of them to get them on-board.
Gratiot	Gratiot County uses CML/Centinal 9-1-1, which is Phase I ready (and currently receiving) and Phase II compliant.  <u>Saving Funds For:</u> Out of the total wireless funds received in 2001, the balance after payment was made on the loan (\$53,197) has been set aside for future Phase II software upgrades (mapping, CAD).
Hillsdale	Hillsdale County Central Dispatch is Phase I ready.
Houghton	Houghton County is currently applying for grants to assist with county-wide mapping and computer aided dispatch costs.
Huron	Nextel is the only wireless company to implement Phase I.
Ingham	<u>Saving Funds For:</u> Upgrade to their CAD system and a new radio system.
Iosco	There has been ongoing communications with wireless companies doing business in this area. It has been difficult to get the companies to acknowledge the request to start the process with a non-disclosure agreement.  <u>Saving Funds:</u> Until they know how much implementation costs will be. Anticipate 2002 wireless expenditures will be approximately \$70,000.
Iron	Phase I is semi-implemented in Iron County and expected to be complete in the near future. To date, there have been no incurred costs for Phase 1. At the present time all administrative and operational costs are being funded with wireless receipts. For the next budget cycle a percentage of operational costs will be assigned to the wireless revenue fund.  <u>Saving Funds For:</u> Iron County will need to expend a large amount of 9-1-1 funds on digital mapping to be Phase II compliant. In addition to the mapping, the 800 MHz radio system will also tax their revenue pool.
Isabella	Isabella equipment is Phase I compliant.

Jackson	<p>Phase I compliance is pending the results of scheduled meetings with Intrado (Sprint PCS/Nextel/CenturyTel). Ameritech upgraded Positron to receive data in February 2002. All wireless revenue expended from 2001 budget year. Additional equipment was purchased with the carryover from 2000 wireless receipts.</p> <p><u>Saving Funds For:</u> Unexpended funds are being held for unforeseen expenses.</p>
Kalamazoo	<p>During 2001, four of the five PSAPs in Kalamazoo County formed a central dispatch authority with a general understanding that the authority would also handle wireless 9-1-1 calls. A director was hired on April 1, 2002. At the present time, it is uncertain whether one of the members of the authority will remain a member. In the meantime, two of the five PSAPs have indicated a desire to handle their own wireless 9-1-1 calls. It is anticipated that wireless funds will be distributed to those two units in the near future. It is also anticipated that the other three PSAPs will jointly implement wireless 9-1-1 calls in the near future.</p>
Kalkaska	<p>Wireless compliant equipment 100% installed/operational. Only 10% of wireless service providers are capable of providing the location information in this area. The calls received do identify a grid. The new equipment was acquired when dispatch was moved to its new location; same will be paid off in 2002. Efforts are underway to identify mapping software that will work with existing network systems.</p>
Kent	<p>MSP – Rockford Phase I implementation costs to date include the telephone system and components.</p> <p>The City of Grand Rapids added staff positions in January 2002, and has sent Sector Routing Mapping to Nextel and Sprint in conjunction with MSP—Rockford.</p> <p><u>Saving Funds For:</u> Upgrades to all radio consoles in Fall 2002, and a replacement Digital Logging Recorder System. Installation is expected within 60 days.</p>
Keweenaw	<p>Other Allowable Expenditures from Wireless Funds: Keweenaw County is still in the process of implementing Phase I. A firm has been hired to re-address the entire county. They have presented the MSAG list to Ameritech. It will be returned to the 9-1-1 committee within the next six to eight months for signing.</p> <p>No wireless calls have been received thus far. All 9-1-1 calls will be routed through the Negaunee State Police Post when the system is operational. The majority of expenses will occur in the 2002 year for new equipment, software for the mapping programs, and the MSAG coordinator's salary.</p> <p><u>Saving Funds For:</u> New equipment, software for mapping programs &amp; MSAG coordinator's salary.</p>
Lake	<p>Lake County receives wireless calls on their 9-1-1 trunks and ANI/ALI information is displayed.</p> <p>9-1-1 is still considered "new" in Lake County as they were the last county in the lower peninsula to bring up a 9-1-1 system.</p>
Lapeer	<p><u>Saving Funds For:</u> Mapping, software, &amp; hardware expenses to complete Phase II.</p>
Lenawee	<p>Lenawee County has no way of tracking the total number of wireless calls received. The number of wireline calls is not an accurate figure because they may have received multiple calls for the same incident.</p>



Livingston	<p>Livingston County and CMRS attorneys negotiated previously requested non-disclosure and service agreements. Tower site locations and PSAP coverage boundaries were verified. Research into what technological upgrades were needed at the main and backup dispatch centers was completed. Estimated costs for 2002 including equipment upgrades to accept Phase I are \$88,000.</p> <p>The county's wireless calls are of 50% of the dispatch center's 9-1-1 calls, but only a very small fraction of the operational costs for handling the wireless calls are collected from wireless users. A large majority of the operational costs for handling wireless calls are being paid for by wireline customers. Livingston County is also seeing a drop in the number of wireline phones, as citizens switch from wireline to solely wireless phone service.</p> <p><u>Saving Funds For:</u> Replacement of back-up center's technology, which is ten years old and will need to be upgraded to accept Phase I.</p>
Luce	<p>Negaunee Dispatch Center will request proposals for new equipment that will comply with Phase I and Phase II requirements.</p> <p><u>Saving Funds For:</u> Purchase 800 MHz radios, which will occur later this fall after final testing of the MSP radio communication system. Initial testing of this system was complete in early June, final testing will be conducted in August, with completion expected in October 2002.</p>
Mackinac	<p>Allowable wireless expenditures by Mackinac County were incurred as part of infrastructure upgrades to their VHF radio system. The understanding is that Negaunee Regional Dispatch Center is evaluating proposals from mapping equipment vendors. When a vendor is selected, the county will be notified of what data and format is required to be supplied and will be able to budget those expenses accordingly. All other administrative, operational expenses, and dispatch services for 9-1-1 wireless/wireline operations are currently funded entirely through wireline surcharge receipts.</p> <p><u>Saving Funds For:</u> Digital mapping in preparation for Phase II implementation. Any remaining funds will be used for the county-wide transition of fire, EMS, and law enforcement to the MSPCS 800 MHz radio system.</p>
Manistee	<p>Manistee County is currently working on an upgrade with Ameritech. They have requested Phase I and are currently receiving wireless calls from two companies.</p> <p><u>Saving Funds For:</u> They have committed wireless funds to the upgrade and their new CAD system.</p>
Marquette	<p><u>Saving Funds For:</u> Significant costs are anticipated in 2002/03 for computer telephony, digital mapping, and integration into CAD. This is in preparation for 20-digit formats and Phase II.</p>
Mason/Oceana	<p>Mason &amp; Oceana counties have been working with four companies, none of which are up and running. With the movement from wireline to wireless, it will put pressure on the surcharge monies received from wireline companies. When this statute is revisited at its sunset strong consideration should be given to increasing the wireless surcharge, bringing it more in line with the wireline surcharge.</p>

Meceola	<p>Phase I upgrades are complete in Mecosta &amp; Osceola counties. They are receiving some wireless calls on the 9-1-1 system, depending on the wireless company.</p> <p>Phase II is anticipated to start in the fall of 2002, with digital mapping implementation.</p> <p><u>Saving Funds For:</u> Surplus wireless income is being placed in a separate account to be used for technology enhancements, such as digital mapping that is needed for Phase II, and then for a mobile data computer system for both Mecosta and Osceola law enforcement (part of a five-year plan).</p>
Mecosta	See Meceola
Menominee	<p>They currently have no mechanism for counting wireless calls, and have depended on a manual count by the dispatchers. Since they have started receiving Phase I calls from American Cellular, their wireless count has increased.</p> <p><u>Saving Funds For:</u> Unexpended receipts include \$36,843 collected in 2000. The digital mapping project is in its final phases, and an upgrade to their Lifeline 100 equipment was made at the beginning of June. They are waiting for a date to have new 9-1-1 equipment installed which includes mapping and should bring them to Phase II compliancy. \$10,000 of the mapping project was from wireline funds.</p>
Midland	Voice Stream and Sprint are pending implementation of Phase I with delays on the CMRS side.
Missaukee	<p>Phase I and mapping was ordered in 2001, and received and paid for in 2002. Phase II will be ordered and in place by the end of 2002.</p> <p><u>Saving Funds For:</u> At the present time construction and remodeling of the 9-1-1 dispatch is taking place.</p>
Monroe	<p>Identification of all cellular towers in the county has been completed and addressed. The update to E9-1-1 CPE is near completion. The AVL/mapping project is just starting. Both projects reached final approval in December 2001. Projects costs total \$139,278. A report program for documenting wireless vs wireline and volume of calls by position, hour of day, day of week, and totals is nearing completion.</p> <p><u>Saving Funds For:</u> Upgrade to E9-1-1 CPE and AVL/mapping project.</p>
Montcalm	<p>This represents costs for both Montcalm County Central Dispatch and Greenville Department of Public Safety. GDPS will have at least this same expenditure for another two years to pay their lease for their equipment upgrade. MCCD will have some final payments for equipment upgrades started in 2001 but completed in 2002 calendar year. Revenues for Phase I/II are not nearly sufficient to cover the actual Phase I costs, let alone the costs (mapping, etc.) for Phase II.</p> <p>Unable to get peg counts for wireless 9-1-1 calls prior to the end of January 2002 as wireless 9-1-1 calls and the old wireline emergency 7-digit number received both types of calls on the same lines. In 2002, they will be able to give counts for Phase I calls (at this point only 1 of 4 CMRS deliver via Phase I) and may be able to get peg counts for the new dedicated line for non-Phase I wireless calls.</p> <p><u>Saving Funds For:</u> Total operating budget includes a fund balance for capital expenses with their new center.</p>

Montmorency	<u>Saving Funds For:</u> Excess receipts over expenditures will be used for equipment.
Newaygo	Newaygo County has purchased CML (Verizon) and plans to install ANI-ALI within the next 30 days. They will also be Phase II ready.
Oakland	<p>The estimated live implementation for towers north of M-59 is August 2002 for the Oakland County Sheriff Department. Other Phase I PSAPs have requested additional time to evaluate the impact of the proposed Ameritech "per transaction" tariff, once costs are known.</p> <p>Letters requesting Phase I were mailed to all six carriers in 2000, and Non-Disclosure Agreements and Service Agreements have been negotiated and signed with five of the carriers, with the sixth in the process. A CPE upgrade started in 1999 at 27 of the PSAPs at an approximate cost of \$3.2 million, funded by the County General Fund, is completed, and equipment is nearing final acceptance. ESN assignments have been completed, and routing tables finalized for several hundred tower sites. MI 3 ALI with x/y upgrade has been completed at approximately 15 of the 31 PSAPs, with an anticipated completion of the remainder in July 2002. Resolution requesting additional trunks, trunk cards, and other CPE components for the Oakland County Sheriff Department is in process through the Oakland County Board of Commissioners, with anticipated final approval of the approximate \$40,000 in trunks and equipment expected in July 2002. The first carrier scheduled to implement completed testing of connectivity.</p> <p>Comments: Per the Oakland County Final Amended 9-1-1 Service Plan, all wireline and wireless surcharge is committed to a project that will provide a county-wide, interoperable radio system, at a cost of approximately \$42 million. The inability of the 31 PSAPs to communicate quickly with each other due to independent and diverse radio systems was identified as one of the greatest impediments to the implementation of Phase I and Phase II Wireless 9-1-1 in a 1998 assessment by Plante-Moran. In a county such as Oakland, with multiple PSAPs and a proliferation of CMRS sites with coverage overlapping the PSAPs jurisdictional responsibilities, immediate coordination and communication are critical. Expenditures of either surcharge to this point have involved the development and planning for the radio system. An RFP was issued in 2001, vendor responses evaluated, and the vendor M/A COM selected. The contract is in the final stages of completion, and is currently in the approval process at the Oakland County Board of Commissioners, with an anticipated approval and contract signing of July 18, 2002. It is anticipated that actual construction of the radio system will begin in August of 2002, with a completion date of October 2004. PSAPs will receive console or gateway equipment through surcharge rather than direct operational funding.</p> <p><u>Saving Funds For:</u> A county-wide interoperable radio system, at a cost of approximately \$42 million.</p>
Oceana	*See Mason County
Ogemaw	<p>PSAP 9-1-1 equipment was upgraded in 2000 to accept 9-1-1 wireless calls. Ameritech did not upgrade the selective router in Bay City until April 2002. As of June 2002, three wireless companies have upgraded to Phase I. At least four others are still pending upgrade to Phase I implementation.</p> <p>As of June 1, 2002, 187 9-1-1 wireless calls have been verified as being received by Ogemaw County Central Dispatch. The number of wireless calls received in 2001 is not known due to the selective router transferring those calls to a seven-digit landline where they cannot be tracked.</p> <p>Wireless monies received in 2001 was used to fund one full-time dispatcher and fund additional part-time dispatchers.</p>

Ontonagon	<p>Wireless carriers have been contacted and are currently working with MSP Negaunee Regional Dispatch to receive our 9-1-1 wireless calls. The county is proceeding towards an enhanced 9-1-1 system.</p> <p><u>Saving Funds For:</u> Communications upgrades and readdressing costs.</p>
Osceola	**See Meceola
Oscoda	<p>Oscoda County upgraded to Sentinac system in June 2002. As of this time no cellular companies have instituted service.</p> <p>Multiple calls received on the same incident are not logged.</p>
Otsego	Otsego County currently has two wireless carriers who are Phase I compliant. Meridan PBX phone system has been installed which has enhanced the telephone system for Otsego County and Gaylord Area Regional Dispatch Center. Both centers are housed in the same facility.
Ottawa	Projected expenditures for fiscal year 2002 include a new enhanced 9-1-1 phone system.
Presque Isle	An agreement has been reached with Aero-Metric, Inc. to perform the service of aerial photography and Airborne CPS for Presque Isle County.
Roscommon	<p>As of June 2002, one wireless carrier has initiated Phase I service in Roscommon County. With just this one carrier, they have seen the volume of 9-1-1 calls increase over 30 percent.</p> <p>Due to an accounting error, certain payroll expenses were not deducted from the wireless fund as they should have been in 2001. This will be corrected in 2002.</p>
Saginaw	<p>Saginaw County 9-1-1 equipment is now Phase II compliant. Saginaw County collects \$2.62 per landline and calls continue to decrease. Current cell phone surcharge is \$.52 per month. The citizens are shutting off landlines and are using cell phones for their home phones. Saginaw County believes that cell phones contracted in the county should pay the surcharge of \$2.62. Cell phones are a special privilege, can be carried anywhere, and with Phase II down the road, consumers should pay the same as landlines.</p> <p>*Training Funds: Over 40 employees need training at \$300 dollars each. Estimated training cost is \$12,000.00. Waiting for more training funds.</p>
St. Clair	<u>Saving Funds For:</u> Funds are being held in the County Trust Account. Waiting to hear decision on wireless tariff issue, and county does not believe it is proper to give money to PSAPs if they are not providing the service.
Saint Joseph	In 2002, St. Joseph County contracted for service to upgrade their mapping system to bring it into compliance with Phase II wireless. Cost is \$85,150. Hardware and software to complete Phase II wireless for 2002 is estimated to be \$75,000. Total 2002 expenditures are estimated to be \$160,150.
Sanilac	<p>Sanilac County equipment is Phase I compliant. Currently, a vendor has been hired to produce digital maps for the PSAP service area. They have contacted a software provider for mapping module costs, maintenance contract, and installation costs. Hardware and peripherals will be purchased to support the system. Once the system is established and on-line, they will begin the process of determining operational costs.</p> <p><u>Saving Funds For:</u> Costs associated with Phase II compliance.</p>

Schoolcraft	The post office is in the process of new addressing. MSP Negaunee Regional will handle dispatching for the county. MSAG is being done by an outside vendor.
Shiawassee	Expenditures include the hiring of one additional dispatcher, and one more is planned in 2002.  They have been Phase II ready since 4/25/00.  <u>Saving Funds For:</u> A new center.
Tuscola	Nextel is complete with Phase I implementation in Tuscola County. They are experiencing problems with other carriers giving them wireless data in the same format as Nextel.
Van Buren	Phase I implementation has been completed in Van Buren County.
Washtenaw	Washtenaw County Central Dispatch is the primary PSAP for all wireless 9-1-1 calls within Washtenaw County. For the purpose of wireless 9-1-1 disbursements, WCCD receives 75% of the wireless operations surcharge monies for management and implementation of wireless 9-1-1 services. Currently, Cingular Wireless is the only carrier that is compliant with Phase I. It is hoped that the purchase of new telephone equipment will expedite the implementation of additional wireless 9-1-1 carriers.  <u>Saving Funds For:</u> 25% of wireless funds are held for funding future wireless 9-1-1 technology needs and will be distributed as new wireless 9-1-1 technologies become available.
Wayne-Detroit	Detroit PSAP is the largest in the state of Michigan. Detroit PSAP has taken all preliminary steps toward the implementation of Phase I. Cingular Wireless implemented Phase I in November 2001. Detroit PSAP had to temporarily pause the implementation process for the remainder of wireless carriers due to difficulties stemming from outdated hardware/software components within their ANI/ALI and CAD systems. They anticipate the correction process to be complete by September 2002, when they will resume the implementation process for the remainder of wireless carriers.  Detroit PSAP has faced numerous challenges in providing effective 9-1-1 service to the communities it serves. To combat existing problems, they have taken a number of initiatives. Two major projects they will undertake are a new communications center project and a CAD/MDC/AVL project.  Detroit PSAP needs additional funds to complete the present projects, and is seeking alternative sources for additional funds. One source is the 9-1-1 surcharge funds.
Wayne-D. River	Wireless funds are paying off and maintaining the Downriver Mutual Aid Radio System, which supports 16 police and fire departments. They were not able to extract the Phase I implementation costs for its member communities. They were not able to break out wireless calls from wireline calls. They have begun Phase I implementation. All but three communities are receiving wireless calls from Cingular Wireless. The three remaining communities are expected to begin receiving wireless calls shortly. The remaining carriers will begin cutovers in the coming months.

Wayne-Eastern	<p>The CEW is taking a phased approach to implementation of Phase I wireless by proceeding with one wireless carrier at a time. At present they are working with Cingular on call routing determinations. Completion of implementation with Cingular is expected to occur in the near future, after which they will proceed with implementation with other carriers.</p> <p>CEW estimates that costs incurred by its member PSAPs associated with providing 9-1-1 services for the year 2001 total approximately \$4,324,769. Costs include:</p> <p>\$1,421,958 for 800 MHz radio system infrastructure acquired in 2001 (financed via 5 year lease);</p> <p>\$1,481,935 for individual mobile and portable radios and related equipment for use with the 800 MHz radio system (paid directly in part and financed in part via 7 year lease);</p> <p>\$1,376,357 in dispatcher costs;</p> <p>\$44,519 in miscellaneous costs including necessary equipment and facility upgrades and acquisitions.</p> <p>CEW is still in the early process of Phase I implementation and anticipates additional costs in completing both Phase I and II implementation.</p>
Wayne-Western	<p>The Conference of Western Wayne (CWW) is one of four Wayne County emergency telephone service districts. The CWW district encompasses 340 square miles in western Wayne County and serves over 700,000 residents. The CWW district is composed of 19 PSAPs--the 18 Conference communities and Detroit Metropolitan Airport. Due to the size of the district and the number of cell towers located within the CWW, the Conference is implementing wireless 911 utilizing a phased approach, carrier by carrier, PSAP by PSAP. Since cell towers coverage crosses political boundaries, it is necessary to meet individually with each CWW PSAP to determine the appropriate call routing with each carrier.</p> <p>There are currently six CMRS suppliers licensed in Wayne County. The Conference began Phase I implementation with Cingular in December 2001 and by August 2002 will have cut over 13 PSAPs. The Conference has begun deployment with AT &amp; T and will have cut 1 or 2 PSAPs by August 2002. The Conference will continue the AT&amp;T implementation PSAP by PSAP until all are deployed. Concurrently the Conference is beginning discussion with Sprint regarding Phase I implementation that will commence when the AT&amp; T wireless implementation is completed.</p> <p>The CWW district received \$2.4 million in 9-1-1 revenues in 2001. In that same year, CWW PSAPs spent over \$13 million in allowable 9-1-1 expenditures. Since 1995, the CWW district has subsidized 9-1-1 expenditures by over \$47 million. While the CWW is appreciative of the wireless revenues they receive, it is clear this funding level is insufficient to meet the ever-increasing costs of delivering 9-1-1 to our residents.</p> <p><u>Saving Funds For:</u> Held in escrow of any PSAP that has not implemented Phase I.</p>
Wexford	<p><u>Saving Funds For:</u> Accumulating its wireless funds so the Sheriff/Central Dispatch can replace the existing "older" Positron-Phrend 9-1-1 System with an updated system, which will provide wireless 9-1-1 compliance. The county anticipates having sufficient funds saved to replace the system by fall 2002.</p>

**Emergency Telephone Service Committee  
2002 Report to the Michigan Legislature  
Distribution of Wireless Funds to Counties  
as of August 30, 2002**

COUNTY	DISTRIBUTION	
	2001	To Date
Alcona	57,287	139,298
Alger	56,323	136,883
Allegan	113,656	276,928
Alpena	70,380	130,166
Antrim	63,506	154,737
Arenac	60,623	147,439
Baraga	55,631	135,201
Barry	84,809	206,289
Bay	122,622	296,224
Benzie	59,276	144,392
Berrien	155,775	376,436
Branch	78,527	190,827
Calhoun	139,483	337,323
Cass	82,955	201,125
Charlevoix	65,559	159,640
Cheboygan	65,638	159,890
Chippewa	73,929	179,703
Clare	68,321	166,521
Clinton	89,969	218,735
Crawford	58,795	142,989
Delta	75,068	182,009
Dickinson	67,899	164,728
Eaton	113,924	276,969
Emmet	68,407	166,742
Genesee	332,610	802,969
Gladwin	65,695	159,899
Gogebic	47,966	101,376
Grand Traverse	96,028	234,226
Gratiot	76,597	186,044
Hillsdale	79,439	192,860
Houghton	73,497	178,200
Huron	73,336	177,889
Ingham	233,320	562,694
Ionia	88,351	214,653
Iosco	69,078	167,085
Iron	58,794	142,707
Isabella	88,380	215,167
Jackson	150,408	364,550
Kalamazoo	200,346	485,720
Kalkaska	59,910	145,821
Kent	398,193	970,263
Keweenaw	51,496	125,218

COUNTY	DISTRIBUTION	
	2001	To Date
Lake	56,610	137,830
Lapeer	102,802	250,507
Leelanau	62,329	151,855
Lenawee	112,033	271,952
Livingston	137,668	338,349
Luce	54,338	132,152
Mackinac	57,543	139,873
Macomb	538,710	1,308,286
Manistee	65,031	158,182
Marquette	94,623	228,147
Mason	67,664	164,450
Mecosta	75,489	183,365
Menominee	66,584	161,527
Midland	101,656	246,934
Missaukee	58,813	143,079
Monroe	140,942	260,076
Montcalm	87,207	212,271
Montmorency	56,441	137,235
Muskegon	157,169	381,184
Newaygo	77,945	190,166
Oakland	789,138	1,916,900
Oceana	66,145	161,021
Ogemaw	63,259	153,874
Ontonagon	55,685	135,081
Osceola	64,240	156,247
Oscoda	55,786	135,682
Otsego	63,479	154,731
Ottawa	187,398	459,391
Presque Isle	59,370	144,191
Roscommon	64,768	157,880
Saginaw	187,888	453,366
St. Clair	150,603	366,390
St. Joseph	89,658	217,527
Sanilac	77,598	188,635
Schoolcraft	55,803	135,589
Shiawassee	96,274	233,244
Tuscola	87,214	211,540
Van Buren	97,712	237,296
Washtenaw	246,388	600,011
Wayne	1,412,736	3,396,695
Wexford	68,604	166,906
<b>TOTAL</b>	<b>10,403,149</b>	<b>25,098,152</b>

**(Insert Michigan Wireless E911 CMRS Service Status Report here)**



**BY WAY OF EXAMPLE, BUT NOT LIMITATION, THE FOLLOWING COSTS ARE ALLOWABLE  
OR DISALLOWABLE (as approved by the ETSC on 9/6/2000):**

### **ALLOWABLE WIRELESS 9-1-1 SURCHARGE EXPENDITURES**

**Personnel Costs** directly attributable to the delivery of 9-1-1 service (i.e.; directors, supervisors, dispatchers, call-takers, technical staff, support staff):

Salaries                      MSAG Coordination  
Uniforms  
Fringe Benefits   Addressing/Database   EAP

**Note:** If 9-1-1 staff serves dual functions (i.e.; a director who is also in charge of Emergency Management, a dispatcher who is also a police officer) then only those portions of personnel costs attributable to their 9-1-1 functions should be allowable.

**Facility Costs** of the dispatch center directly attributable to the delivery of 9-1-1 service:

Capital improvements for construction,  
remodeling, or expansion of dispatch center  
Electrical/Heat/AC/Water  
Fire Suppression System  
Cleaning, Maintenance, Trash Removal  
Telephone  
Generator/UPS and Grounding  
Insurance  
Office Supplies  
Printing and copying  
Furniture

**Note:** If a shared facility, only those portions of facility costs attributable to the 9-1-1 functions should be allowable.

**Training and Memberships** directly related to 9-1-1 service:

On the job training  
Vendor provided training  
Conferences  
Travel and lodging as necessary  
Membership in associations (APCO, NENA, etc.)

### **DISALLOWED WIRELESS 9-1-1 SURCHARGE EXPENDITURES**

**Personnel Costs** of law enforcement, fire, and EMS responders, Emergency Management staff, shared support or technical staff, except for portions of time directly functioning as 9-1-1 allowable staff.

**Facility Costs** of law enforcement, fire, EMS, Emergency Management, or other municipal facilities, except for that portion housing the 9-1-1 center or back up center, or leased to the 9-1-1 center for allowable training or meeting facilities.

Capital costs and furnishing for facilities for which the primary purpose is other than 9-1-1 (i.e.; a conference room used primarily for the City Council but occasionally leased/loaned to the 9-1-1 center for meetings).

**Training** for staff not involved directly in the delivery of 9-1-1 service, or for any staff for courses not directly attributable to 9-1-1 or dispatching services. **Memberships** for staff not involved directly in the delivery of 9-1-1 service, or for associations with a primary purpose other than public safety communications (i.e.; sheriff's associations, police or fire chief associations, etc.)

**ALLOWABLE WIRELESS 9-1-1 SURCHARGE  
EXPENDITURES**

**Hardware, software, connectivity and peripherals**  
directly attributable to the delivery of 9-1-1 service:

- Customer Premise Equipment
- Remote CPE Hardware/Modems
- Computer-Aided Dispatch
- Radio system (consoles, infrastructure, field equipment)
- LEIN costs for dispatch purposes
- Paging System, pagers and related costs
- Voice logging equipment
- Mobile Data Systems
- GIS/Mapping Systems/AVL Systems
- Alarms/Security Systems
- Connectivity for any of above
- Maintenance and service agreements of above
- Software licensing of above
- Associated database costs

**Vehicle costs (staff vehicle, pool car, mileage reimbursement, fuel, etc.)** directly attributable to the delivery of 9-1-1 service:

- Travel for meetings, training, conferences
- Travel for MSAG verification and testing
- Travel for 9-1-1 Public Education purposes

**Professional Services**

- |            |             |
|------------|-------------|
| Attorneys  | Consultants |
| Insurance  |             |
| Architects | Auditor     |

**Public Information/Education Expenses**

**DISALLOWED WIRELESS 9-1-1 SURCHARGE  
EXPENDITURES**

**Hardware, software, connectivity and peripherals**  
not attributable to the delivery of 9-1-1 service:

- Law Enforcement Record Management Systems
- Fire Records Management Systems
- EMS Records Management Systems
- Jail Records Management Systems
- LEIN costs for non-9-1-1 functions (e.g., Records Unit)
- Word processing, databases, etc. not directly attributable to 9-1-1 service
- GIS not directly related to the delivery of 9-1-1 service
- Court Information Systems
- Connectivity for any of above
- Maintenance and service agreements for any of above
- Software licensing of any of above

**Vehicle costs (fleet vehicle, pool car, mileage reimbursement, etc.)** for law enforcement, fire, or EMS responders, such as patrol cars, fire apparatus, ambulances, etc.

**Professional Services** not directly attributable to the delivery of 9-1-1 service.

**Public Information** not directly attributable to the delivery of 9-1-1 service.

**Emergency Telephone Service Committee  
DISPATCHER TRAINING DISTRIBUTIONS**

<b>PRIMARY PSAP</b>	<b>Aug-01</b>	<b>Feb-02</b>	<b>Total</b>
Albion Department of Public Safety		1,276	1,276
Alcona County 9-1-1	1,160	2,552	3,712
Alger County E9-1-1	1,857	3,402	5,259
Allegan County Central Dispatch	4,177	7,655	11,832
Allen Park Police Department	2,553		2,553
Alpena County Central Dispatch	2,089	3,828	5,917
Ann Arbor Police Department	5,106	9,356	14,462
Antrim County Central Dispatch Center	2,553	4,253	6,806
Arenac County Central Dispatch	1,392	2,552	3,944
Auburn Hills Police Department		2,552	2,552
Barry County Central Dispatch	3,017	5,529	8,546
Bay County 911 Central Dispatch	5,570	10,632	16,202
Benzie County Sheriff Department	1,857		1,857
Berkley Department of Public Safety	1,160	2,126	3,286
Berrien County Sheriff's Department	4,410		4,410
Beverly Hills Public Safety Department	1,392	1,276	2,668
Birmingham Police Department	1,625	2,977	4,602
Bloomfield Hills Public Safety Department	1,392	1,701	3,093
Bloomfield Township Police Department	3,481	6,805	10,286
Branch County 911/Central Dispatch	3,017	5,103	8,120
Brownstown Police Department	1,857		1,857
C.C.E. Central Dispatch Authority	4,642	7,655	12,297
Calhoun County Central Communication 911		10,632	10,632
Canton Township Department of Public Safety	3,017		3,017
Cass County Sheriff Department	2,321	4,253	6,574
Center Line Public Safety Department	1,160	1,276	2,436
Central Dispatch Network (Belleville/Sumpter Twp. P.D.s)	1,625	3,402	5,027
Chesterfield Twp. Police Department	1,392	2,552	3,944
Chippewa County Central Dispatch	2,553	4,678	7,231
Clare County Central Dispatch	2,089		2,089
Clawson Police Department	1,625	1,276	2,901
Clinton County Central Dispatch	2,785	4,678	7,463
Clinton Township Police Department	3,017	5,103	8,120
Crawford Emergency Central Dispatch	1,392	2,977	4,369
Dearborn 911 Communications	5,106	9,356	14,462
Dearborn Heights Police Department	3,481		3,481
Delta County Central Dispatch	2,089	3,402	5,491
Detroit Emergency Telephone District	25,761	79,955	105,716
Dickinson County Central Dispatch	2,089		2,089
East Lansing Police Department	3,481	6,805	10,286
Eaton County Central Dispatch	5,570	10,632	16,202
Ecorse Police/Ecorse Fire	2,089		2,089
Farmington Department of Public Safety		1,701	1,701
Farmington Hills Police Department	4,874	8,506	13,380
Fenton Police Department		1,701	1,701
Fraser Department of Public Safety	1,857	2,977	4,834
Garden City Police Department		2,126	2,126
Genesee County 9-1-1 Authority	7,659	14,035	21,694
Gibraltar Police Department	1,160	1,701	2,861
Gladwin County Central Dispatch	2,089	3,828	5,917
Grand Traverse Central Dispatch	3,945	7,230	11,175
Gratiot County Central Dispatch	1,625	1,701	3,326
Greenville Public Safety	1,160		1,160

<b>PRIMARY PSAP</b>	<b>Aug-01</b>	<b>Feb-02</b>	<b>Total</b>
Grosse Ile Township Police Department	928		928
Grosse Pointe City DPS	928	1,701	2,629
Grosse Pointe Shores DPS	696		696
Grosse Pointe Woods DPS	928	2,126	3,054
Harper Woods Police Department	928		928
Hazel Park Police Department		3,828	3,828
Hillsdale County Central Dispatch	3,017	5,103	8,120
Holly Police Department	928	1,276	2,204
Houghton County 911/Central Dispatch	1,857		1,857
Huron Central Dispatch	2,321	4,253	6,574
Huron Township Police-Fire		2,126	2,126
Ionia County Central Dispatch	3,249	5,954	9,203
Iosco County Central Dispatch	2,553	4,253	6,806
Iron County 9-1-1	232	3,828	4,060
Isabella County Central Dispatch	2,785	5,103	7,888
Jackson County Central Dispatch	4,874	8,931	13,805
Kalamazoo DPS	4,642		4,642
Kalkaska County Central Dispatch		2,977	2,977
Kent County Sheriff Department	6,034	10,632	16,666
Lake County 911 Central Dispatch	2,321	3,828	6,149
Lake Orion Police Department	928	1,701	2,629
Lansing P.D./Ingham County Central Dispatch	12,996	19,989	32,985
Lapeer County Central Dispatch	4,177	7,230	11,407
Leelanau County Central Dispatch	1,857	2,552	4,409
Lenawee County Sheriff Department	3,481	6,805	10,286
Livingston County 911 Central Dispatch	5,338	10,207	15,545
Livonia Police Department	2,321	3,828	6,149
Macomb County Sheriff's Department	3,481	8,081	11,562
Madison Heights Police Department	4,177		4,177
Marquette County Central Dispatch	2,321	4,253	6,574
Marshall City Dispatch		1,701	1,701
Mason-Oceana 911	3,017	5,954	8,971
Meceola Consolidated Central Dispatch Authority	3,481	6,379	9,860
Menominee County 9-1-1	2,089	3,828	5,917
Midland County Central Dispatch Authority	3,713	6,805	10,518
Milan Police Department	1,160	1,701	2,861
Milford Police Department	1,625	1,701	3,326
Missaukee County Sheriffs Office	1,160	2,126	3,286
Monroe County Central Dispatch		8,931	8,931
Montcalm County Central Dispatch	2,785	4,253	7,038
Montmorency County 911 Sheriff Department	1,392	2,126	3,518
MSP Fifth District Regional Dispatch	2,784	4,678	7,462
MSP Gaylord Regional Dispatch	3,481	5,954	9,435
MSP Negaunee Regional Dispatch	4,642	7,655	12,297
MSP Rockford Post #61	2,553	3,828	6,381
MSP Second District Regional Dispatch	10,908	19,138	30,046
Mt. Clemens Police Department	928	2,126	3,054
Muskegon Central Dispatch	5,570	9,782	15,352
Newaygo County 9-1-1 Central Dispatch	2,553	4,678	7,231
Niles Police Department	1,857		1,857
Northville Police Department	1,160	1,701	2,861
Northville Township Public Safety	2,089	3,402	5,491
Novi Regional Police Department		6,379	6,379
Oak Park Department of Public Safety	1,857	2,977	4,834
Oakland County Sheriff Department	9,515	16,586	26,101
Ogemaw County Central Dispatch	1,392	2,977	4,369
Otsego County 911 Dispatch	1,392	2,126	3,518

<b>PRIMARY PSAP</b>	<b>Aug-01</b>	<b>Feb-02</b>	<b>Total</b>
Ottawa County Central Dispatch	6,730	12,759	19,489
Oxford Police Department	1,160	1,701	2,861
Pittsfield Township Public Safety Department	1,857	2,977	4,834
Pleasant Ridge Police Department	696	1,276	1,972
Plymouth Community Communications Center	2,089	3,828	5,917
Pontiac Police Department		8,081	8,081
Port Huron Police Department	2,089	3,828	5,917
Presque Isle County E-911	928	2,126	3,054
Redford Police Department		2,126	2,126
Richmond Police Department	928	1,701	2,629
River Rouge Police Department	1,392		1,392
Riverview Police Department		1,701	1,701
Rochester Hills Fire Department	3,017	4,253	7,270
Rockwood Police Department	1,392		1,392
Romulus Police Department	1,857	3,402	5,259
Roscommon County Central Dispatch	2,553	3,828	6,381
Roseville Police Department	2,089	3,402	5,491
Royal Oak Police Department	3,945	6,805	10,750
Saginaw County Central Dispatch	9,283	16,161	25,444
Saline Police Department	928	1,701	2,629
Sanilac County Central Dispatch	1,857	3,402	5,259
Shelby Township Police Department	2,553	5,103	7,656
Shiawassee County 911	2,553	5,103	7,656
Southfield Department of Public Safety		8,506	8,506
South Haven Dispatch Center	1,160		1,160
St. Clair Shores Police Department		5,103	5,103
St. Joseph County Central Dispatch--9-1-1	3,249	5,954	9,203
St. Joseph Police Department		1,276	1,276
Sterling Heights Police Department	6,498	10,207	16,705
Sturgis Police Department	1,160	1,701	2,861
Taylor Police Department	3,017	8,931	11,948
Trenton Police Department	1,857	3,402	5,259
Troy Police Department	5,106	8,081	13,187
Tuscola County Central Dispatch Authority	2,321	4,678	6,999
University of Michigan Department of Public Safety		4,678	4,678
Utica Police Department	1,392	2,126	3,518
Van Buren County Central Dispatch	2,785	4,678	7,463
Van Buren Township Public Safety		2,552	2,552
Walker Police Department	1,392	2,552	3,944
Walled Lake Police Department	1,160	2,126	3,286
Warren Police Department	5,570	9,782	15,352
Washtenaw Central Dispatch	3,945	6,805	10,750
Waterford Township Police Department	3,481	6,379	9,860
Wayne County Central Communications	5,106	8,081	13,187
Wayne Police Department	1,625	2,552	4,177
West Bloomfield Police Department	3,713	6,805	10,518
Western Michigan University Police Department	1,625	4,678	6,303
Westland Police Department	3,017	7,230	10,247
Wexford County Sheriff/Central Dispatch	2,089		2,089
White Lake Township Police Department	1,160	1,701	2,861
Woodhaven Police Department	1,392		1,392
Wyandotte Police Department	1,625		1,625
Ypsilanti City Police Department	928	1,276	2,204
<b>TOTAL</b>	<b>\$420,988</b>	<b>\$774,874</b>	<b>\$1,195,862</b>

# DISPATCHER TRAINING

## LISTING OF MCOLES APPROVED COURSES

last updated 8/14/02

<u>Course</u>	<u>Agency/Host/Vendor</u> <u>Approval Number; Approval Period</u>	<u>Contact</u> <u>Phone</u>	<u>Hours</u> <u>Scheduled Dates</u>
<b>Advanced Dispatch</b> MACNLOW Associates MNA200103; 2/21/02-2/21/03		Ms. Patricia J. Wojtysiak (517) 323-0740	14 hours
<u>Description</u> Two day course designed specifically for new and experienced dispatchers working in police and 911 centers. Course emphasizes dealing with stress in the workplace, advanced communications skills, teamwork and cooperation.			
<b>Basic LEIN Hands-On</b> MSP Training Academy MSP200224; 3/1/02-2/28/03		Rita LaGrone (517) 336-6598	21 hours August 5-7, 2002 August 12-14, 2002
<u>Description</u> This class provides operators with basic knowledge of LEIN and Interfaced systems and the policies and procedures associated with LEIN and NCIC. Students are provided with hands-on experience in performing inquiries and entries.			
<b>Basic Telecommunicator Course</b> APCO Institute APCO 200201; 11/5/01-11/4/02		Ms. Ann Russo (386) 944-2482	TBD Locally
<u>Description</u> Basic roles and responsibilities, legal aspects, call classification and procedures, and interpersonal communications.			
<b>Basic Terminal Agency Coordinator (TAC) Training</b> MSP/LEIN Field Services MSP200211; 2/21/02-2/21/03		Ms. Rita LaGrone (517) 336-6598	14 hours Various dates MSP Training Academy
<u>Description</u> This class outlines the responsibilities of the Terminal Agency Coordinator.			
<b>Coaching for Improved Job Performance 14</b> Criminal Justice Management Institute CJT200105; 9/26/01-9/25/02		G.H. Skinner (517) 484-9112	14 hours November 8-9, 2001
<u>Description</u> This program is intended to provide the participant with the knowledge to analyze performance problems and to prepare a coaching interview to fix identified problems.			

**Communications Center Supervisor**  
The Public Safety Group  
PSI200101; 9/26/01-9/25/02

Mr. Tony Harrison  
(405) 348-2774

16 hours

Description

An interactive class which focuses on skills supervisors need to supervise and motivate communications center employees. Topics include: federal laws, supervisor styles, problem solving, counseling, motivation, and liability.

**Communications Supervisor**  
Advanced Systems Technology Inc.  
AST200102; 9/26/01-9/25/02

Ms. Evelyn Harman  
(580) 678-0002

24 hours  
Self-Paced CD ROM

Description

This course is designed for prospective, new, or experienced communications supervisors.

**Communications Training Officer Basic Training**  
Yekulis Training & Consulting Services  
YTC200102; 9/26/01-9/25/02

Mr. Joseph J. Yekulis, Jr.  
(734) 475-3874

32 hours  
January 21-24, 2002

Description

Course is a train-the-trainer program designed to teach senior dispatchers and managers how to properly train a newly hired employee in the art of being a public safety telecommunicator. The course begins with a discussion of civil liability and legal issues, walks the student through the structure of the training process, teaches objective evaluation skills, and finishes with the process of being an effective teacher, trainer, and coach.

**Communications Training Officer Course**  
APCO Institute  
APCO 200202; 11/5/01-11/4/02

Ms. Ann Russo  
(386) 944-2482

TBD Locally

Description

Teaches one-on-one trainers how to instruct, evaluate, and document the performance of trainees.

**Communications Training Officer Instructor Course**  
APCO Institute  
APCO 200206; 4/2/02-4/1/03

Ms. Kathy Schatel  
(386) 944-2483

40 hours  
Varies

Description

Train-the-trainer to certify the individual to instruct APCO's 24-hour CTO course.

**Critical Incident Dispatching**  
The Public Safety Group  
PSI200102; 9/26/01-9/25/02

Mr. Tony Harrison  
(405) 348- 2774

16 hours

Description

A two-day seminar, which focuses on skills dispatchers need to dispatch various types of calls which may become critical incidents. Topics covered include: suicidal callers, shootings, domestic violence, rape calls, officer down and pursuits.

**Domestic Violence**  
The Public Safety Group  
PST200203; 2/21/02-2/21/03

Mr. Tony Harrison  
(405) 348-2774

8 hours  
As requested

Description

Domestic violence calls are some of the most dangerous calls police officers can respond to. Actions by call takers and dispatchers can increase the safety of officers and citizens.

**Domestic Violence Intervention**  
PowerPhone  
PWH200102; 8/01/01-7/31/02

Ms. Lucille Canary  
(203) 245-8911, ext. 320

8 hours  
10/22/01, 11/5/01

Description

This program teaches students to recognize and properly respond to domestic violence calls. Attendees will learn how to evaluate hazards, and increase scene safety for both victims and responders.

**EMD Training and Certification Course**  
Medical Priority Consultants  
MPC200101; 8/01/01-7/31/02

Mr. Adam Hinckley  
(801) 363-9127

24 hours

Description

This course provides the basic and advanced concepts that promote a safe, effective, and professional EMD program. It is the only EMD course that is endorsed by the National Academy of Emergency Medical Dispatch (NAEMD). This course meets or exceeds all national criteria set by the A.S.T.M., U.S.D.O.T., and NAEMSP, U.S. National Institutes of Health, and others.

**Emergency Medical Dispatch**  
APCO Institute  
APCO 200203; 11/5/01-11/4/02

Ms. Ann Russo  
(386) 944-2482

TBD Locally

Description

Provides instruction on use of the Emergency Medical Dispatch Guidecard system to include roles and responsibilities, legal considerations, EMS concepts, anatomy and physiology, and practical use of the guidecard system.

**Emergency Medical Dispatch**  
PowerPhone  
PWH200106; 9/26/01-9/25/02

Ms. Lucille Canary  
(203) 245-8911, ext. 320

24 hours

Description

This course is designed to teach the students to give pre-arrival EMD instructions over the telephone to patients while help is enroute.

**Emergency Medical Dispatch—Bridge Course**  
Allegan County 911  
ALL200101; 9/26/01-9/25/02

Ms. Harriet Miller-Brown  
(616) 673-3899

8 hours  
March 5, 6, 7, & 8, 2002

Description

The bridge course updates the student on changes to the medical protocols for 911 dispatchers dealing with medical emergencies. During the course, the student will review 33 medical protocols and role-play using scenarios.



**Emotional Survival for the Emergency Responder**

Dr. Kevin M. Gilmartin

Ms. Terri Russell  
(517) 322-5174

6 hours  
May 15, 2002

Description

Topics include: What Makes the Job Tough; How the Job Changes People; Symptoms of Stress; Impact on the Organization and the Community; How to Keep Good People Good.

**Fire Communications**

APCO Institute  
APCO 200204; 11/5/01-11/4/02

Ms. Ann Russo  
(386) 944-2482

TBD Locally

Description

Terms, techniques and procedures to make telecommunicators better fire service dispatchers.

**Fire Service Dispatch**

PowerPhone  
PWH200107; 9/26/01-9/25/02

Ms. Lucille Canary  
(203) 245-8911, ext. 320

24 hours

Description

Students will achieve a basic understanding of the behavioral dynamics of fire as well as a true grasp of what information is necessary for an effective response and the pre-arrival instructions necessary to protect callers.

**Handling Discipline**

Criminal Justice Management Institute  
CJT200102; 8/01/01-7/31/02

Mr. G.H. Skinner  
(517) 484-9112

7 hours

Description

This program will provide an overview of key discipline issues including: the "just cause" checklist, conducting the investigation, interview issues, and Weingarten and Garrity.

**Hazardous Materials Preparedness**

PowerPhone  
PWH200108; 9/26/01-9/25/02

Ms. Lucille Canary  
(203) 245-8911, ext. 320

8 hours

Description

To increase awareness of hazardous materials problems among personnel who may be called upon to play a supporting role at a chemical release.

**HazMat Level 1 Awareness**

Lake Superior State University  
LSSU200201; 2/21/02-2/21/03

Dr. Terry Heyns  
(906) 635-2726

4 hours  
10/1/02 & 10/3/02  
LSSU and Chippewa Co.  
Central Dispatch

Description

The primary purposes of this course are to introduce industry and public service personnel to the "first responder" concept; to emphasize the importance of the first responder's safety at hazardous material incidents, whether those incidents are intentional or accidental; and to familiarize the first responder with the unique requirements and dangers involved in response to biological incidents and to incidents involving weapons of mass destruction.

**Hostage Negotiations**  
PowerPhone  
PWH200109; 9/26/01-9/25/02

Ms. Lucille Canary  
(203) 245-8911, ext. 320

8 hours

Description

To equip communication personnel with the skills necessary to interpret key warning signs, think and act quickly and manage a hostage situation while protecting both victims and responders.

**Law Enforcement Dispatch**  
PowerPhone  
PWH200104; 8/01/01-7/31/02

Ms. Lucille Canary  
(203) 245-8911, ext. 320

24 hours

Description

This interactive core training teaches call takers how to preserve evidence, reduce liability exposure, and protect both callers and responders.

**Michigan Communicator's Basic Training**  
Delta College Criminal Justice Training Center  
DCC200207, 7/24/02-7/23/03

Ms. Jill Gallihugh  
(989) 686-9108

40 hours

Description

This class teaches the basic information necessary to understand the job of telecommunicator and allows new personnel to easily and quickly begin working in a communications center. It can be used to update existing employees and gain confidence and pride in their career.

**Principles of Integrated Dispatch**  
PowerPhone  
PWH200110; 9/26/01-9/25/02

Ms. Lucille Canary  
(230) 245-8911, ext. 320

8 hours

Description

This course introduces students to PowerPhone's unique approach to call handling and information gathering. Students will learn how to exhibit courtesy and concern while displaying the confidence necessary to handle emergency calls.

**Professional Dispatchers**  
MACNLOW Associates  
MNA200102; 2/21/02-2/21/03

Ms. Patricia Wojtysiak  
(517) 323-0740

14 hours

Description

Two day course designed specifically for new and experienced dispatchers working in police and 911 centers. Course emphasizes dealing with people "customers," communications skills, and listening techniques.

**Stress Identification & Management**  
PowerPhone  
PWH200101; 8/01/01-7/31/02

Ms. Lucille Canary  
(230) 245-8911, ext. 320

8 hours

Description

This seminar analyzes the origin of stress and presents techniques for controlling and eliminating tension both inside and outside the communications center.

**Stress: It's All In Your Head?**  
The Public Safety Group  
PSI200103; 9/26/01-9/25/02

Mr. Tony Harrison  
(405) 348) 2774

8 hours

Description

A dynamic look at how public safety workers can reduce stress in their lives. Attendees will learn to identify the sources of stress in their life and how to manage their stress.

**Suicide Intervention**  
PowerPhone  
PWH20013; 8/01/01-7/31/02

Ms. Lucille Canary  
(203) 245-8911, ext. 320

8 hours  
November 13, 2001

Description

This program teaches students how to interpret key warning signs and act with confidence to guide suicidal callers to safety.

**Suicide Intervention**  
The Public Safety Group  
PSI200104; 9/26/01-9/25/02

Mr. Tony Harrison  
(405) 348-2774

8 hours

Description

An interactive class designed to educate call takers and dispatchers in crisis intervention. The class gives the attendee the skills needed to intervene with suicidal callers.

**Supervising the Communications Training  
& Evaluation Process**  
Yekulis Training & Consulting Services  
YTC200103; 9/26/01-9/25/02

Mr. Joseph J. Yekulis, Jr.  
(734) 475-3874

32 hours  
11/01, 3/02, and 7/02

Description

The course provides instruction to dispatch supervisors and managers on the process of managing the communications training and evaluation process. Includes discussions on managing recruit and CTO selection and training, as well as management of new employees who are "not responding to training." Vicarious liability issues are also discussed, as well as the use of performance improvement plans and conducting "employee status hearings" used in the termination process.

**Team Building and Creating Problem  
Solving/Supervisor/Management**  
Dr. Lewis G. Bender  
LGB 200201; 11/5/01-11/4/02

Ms. Mary Bender  
(231) 797-5536

April 4, 2002  
Location TBD

Description

The team building workshop helps participants understand the dynamics of teamwork and how distinct personalities and dissimilar thinking styles bring value and strength to any organization. Each student will complete the Personal Performance Styles Inventory for interpretation and discussion. Understanding these personality differences lays the groundwork for learning new ways to communicate. Creative problem solving provides participants with processes and tools for addressing unique and difficult problems. Exercises and instruction are oriented to moving students past familiar approaches into new paradigms of problem solving. Participants will learn the various approaches to implementing effective decision-making and problem-solving within the organization.

**Telecommunicator Instructor Course**  
APCO Institute  
APCO 200205; 4/2/02-4/1/03

Ms. Kathy Schatel  
(386) 944-2483

40 hours  
Varies

Description

Train-the-trainer to certify the individual to instruct APCO's Basic Telecommunicator course, Project 33 compliant.

**Telecommunicator Liability**  
The Public Safety Group  
PST200202; 2/21/02-2/21/03

Mr. Tony Harrison  
(405) 348-2774

8 hours  
As requested

Description

An interactive class reviewing the liability issues facing public safety communications industry.

**Terrorism & the Telecommunicator**  
The Public Safety Group  
PST200201; 2/21/02-2/21/03

Mr. Tony Harrison  
(405) 348-2774

8 hours  
As requested

Description

Provides attendees vital information needed to be aware and respond to possible terrorist incidents. The class provides information about WMDs and NBCs as well as threat assessment and disaster response.

**Train the Trainer**  
The Public Safety Group  
PSI200105; 9/26/01-9/25/02

Mr. Tony Harrison  
(405) 348-2774

16 hours

Description

An interactive look at specific skills trainers need to be a trainer. Topics include: adult learning, instructional techniques, Daily Observation Reports, lesson plans, documentation and liability.

**Version 11 Update**  
Medical Priority Consultants  
MPC200201; 2/21/02-2/21/03

Ms. Vicki Maguire  
(801) 363-9127

8 hours  
Upon request

Description

Introduce and practice the major protocol changes from version 10.3 to version 11.

**Weapons of Mass Destruction**  
PowerPhone, Inc.  
PWH200201; 2/21/02-2/21/03

Ms. Meghan Bowers  
(203) 245-8911

8 hours  
2/12/02 & 2/13/02  
Oakland County

Description

Provides frontline and supervisory communications personnel with a fundamental overview of the types of threats which may be encountered, and preparation tactics for coordinating a quick and safe response.

**When Terror Strikes**  
The Public Safety Group  
PSI200106; 9/26/01-9/25/02

Mr. Tony Harrison  
(405) 348-2774

8 hours

Description

The course provides attendees with basic knowledge of weapons of mass destruction and nuclear, biological and chemical weapons. The class also discusses skills dispatchers need to dispatch during disasters.

**40-hour Basic Telecommunicator  
CD ROM Course**  
Advanced Systems Technology, Inc.  
AST200101; 8/01/01-7/31/02

Ms. Julie Troutman  
(888) 248-0321

40 hours  
Self-Paced CD ROM

Description

This 40-hour Basic Telecommunicator Course is APCO Project 33 compliant. Eight modules provide individual interactive learning activities, practical exercises, and lesson quizzes. APCO 40-hour certification can be achieved.

**9-1-1 Liability**  
PowerPhone  
PWH200105; 9/26/01-9/25/02

Ms. Lucille Canary  
(203) 245-8911, ext. 320

8 hours

Description

To introduce the student to legal concepts, factors contributing to liability among Public Safety personnel, and ways they and their agencies can reduce the possibility of a lawsuit.

## Appendix 10

<b>MICHIGAN 9-1-1 CHARGES</b> Rates Effective 8/1/2002 - Posted 7/10/2002 Note: Explanation of table entries available at: <a href="http://cis.state.mi.us/mpsc/comm/reports/911charges.pdf">http://cis.state.mi.us/mpsc/comm/reports/911charges.pdf</a>					
		Technical	Technical	Operational	Operational
	Total	Charge-	Charge-	Charge	Charge
County	Charges	Recurring	Nonrecurring	May be up to 4%	May be up to 16%
	(col. 1)	(col. 2)	(col. 3)	(col. 4)	(col. 5)
Alcona	\$2.91	\$0.17	0	\$0.55	\$2.19
Alger	\$0.57	\$0.20	0	\$0.37	0
Allegan	\$2.53	\$0.21	0	0	\$2.32
Alpena	\$2.38	\$0.18	0	\$0.55	\$1.65
Antrim	\$3.00	\$0.11	0	0	\$2.89
Arenac	\$1.06	\$0.24	\$0.10	\$0.72	0
Baraga	0	0	0	0	0
Barry	\$0.19	\$0.19	0	0	0
Bay	\$0.20	\$0.20	0	0	0
Benzie	\$2.24	\$0.16	0	\$0.52	\$1.56
Berrien	0	0	0	0	0
Branch	\$0.65	\$0.10	0	\$0.55	0
Calhoun	\$0.88	\$0.23	0	\$0.65	0
Cass	\$2.04	\$0.14	0	\$0.58	\$1.32
Charlevoix	\$0.24	\$0.24	0	0	0
Cheboygan	\$0.24	\$0.24	0	0	0
Chippewa	\$2.49	\$0.03	0	\$0.55	\$1.91
Clare	\$0.71	\$0.21	0	\$0.50	0
Clinton	\$3.05	\$0.15	0	\$0.58	\$2.32
Conf.East.Wayne	\$0.67	\$0.19	0	\$0.48	0
Conf.West.Wayne	\$0.72	\$0.24	0	\$0.48	0
Detroit Emergency	\$0.77	\$0.29	0	\$0.48	0
Downriver	\$0.70	\$0.22	0	\$0.48	0
Crawford	\$2.89	\$0.15	0	\$0.55	\$2.19
Delta	\$0.71	\$0.24	0	\$0.47	0
Dickinson	\$0.72	\$0.25	0	\$0.47	0
Eaton	\$0.19	\$0.19	0	0	0
Emmet	\$0.24	\$0.24	0	0	0
Genesee	\$2.64	\$0.24	0	0	\$2.40
Gladwin	\$0.68	\$0.21	0	\$0.47	0
Gogebic	\$0.55	\$0.03	0	\$0.52	0
Grand Traverse	\$1.03	\$0.23	0	\$0.80	0
Gratiot	\$0.64	\$0.17	0	\$0.47	0
Hillsdale	\$2.20	\$0.31	0	0	\$1.89
Houghton	\$2.71	\$0.29	\$0.06	\$0.47	\$1.89
Huron	\$3.88	\$0.27	0	\$0.72	\$2.89
Ingham	\$0.86	\$0.28	0	\$0.58	0
Ionia	\$3.12	\$0.22	0	\$0.58	\$2.32

Iosco	\$2.90	\$0.24	0	\$0.53	\$2.13
Iron	\$2.74	\$0.32	\$0.06	\$0.47	\$1.89
Isabella	\$1.98	\$0.21	0	0	\$1.77
Jackson	\$0.90	\$0.20	0	\$0.70	0
Kalamazoo	\$0.20	\$0.20	0	0	0
Kalkaska	\$3.04	\$0.30	0	\$0.55	\$2.19
Keweenaw	0	0	0	0	0
Kent	\$0.21	\$0.21	0	0	0
Lake	\$2.91	\$0.24	\$0.06	\$0.52	\$2.09
Lapeer	\$2.18	\$0.21	\$0.07	0	\$1.90
Leelanau	\$0.76	\$0.23	0	\$0.53	0
Lenawee	\$0.87	\$0.15	0	\$0.72	0
Livingston	\$2.94	\$0.19	0	\$0.58	\$2.17
Luce	\$2.19	\$0.37	\$0.04	\$0.36	\$1.42
Mackinac	\$3.27	\$0.36	\$0.07	\$0.57	\$2.27
Macomb	\$0.19	\$0.19	0	0	0
Manistee	\$0.23	\$0.20	\$0.03	0	0
Marquette	\$0.21	\$0.21	0	0	0
Mason/Oceana	\$3.33	\$0.09	0	\$0.72	\$2.52
Meceola <sup>4</sup>	\$3.08	\$0.19	0	0	\$2.89
Menominee	\$2.70	\$0.32	\$0.00	\$0.48	\$1.90
Midland	\$0.27	\$0.27	0	0	0
Missaukee	\$0.26	\$0.26	0	0	0
Monroe	\$0.83	\$0.23	0	\$0.60	0
Montcalm	\$2.96	\$0.22	0	\$0.55	\$2.19
Montmorency	\$0.93	\$0.21	0	\$0.72	0
Muskegon	\$0.81	\$0.09	0	\$0.72	0
Newaygo	\$2.96	\$0.18	0	\$0.58	\$2.20
Oakland	\$0.81	\$0.24	0	\$0.57	0
Ogemaw	\$0.72	\$0.31	\$0.04	\$0.37	0
Ontonagon	\$1.61	\$0.03	0	\$0.52	\$1.06
Oscoda	\$0.64	\$0.13	0	\$0.51	0
Otsego	\$1.78	\$0.15	0	0	\$1.63
Ottawa	\$0.19	\$0.19	0	0	0
Presque Isle	\$0.55	\$0.31	0	\$0.24	0
Roscommon	\$0.10	\$0.10	0	0	0
Saginaw	\$2.89	\$0.27	0	0	\$2.62
Sanilac	\$1.09	\$0.29	0	\$0.80	0
Schoolcraft	\$0.66	\$0.03	0	\$0.63	0
Shiawassee	\$2.15	\$0.15	0	\$0.26	\$1.74
St. Clair	\$0.67	\$0.18	0	\$0.49	0
St. Joseph	\$0.15	\$0.15	0	0	0
Tuscola	\$3.50	\$0.15	0	\$0.80	\$2.55
Van Buren	\$0.67	\$0.17	0	\$0.50	0
Washtenaw	\$1.04	\$0.24	0	\$0.80	0
Wexford	\$0.75	\$0.23	0	\$0.52	0

**9-1-1 Surcharge Overview by State**

Exact amounts may be adjusted locally.

State	Wireline Surcharge (Average or Maximum)	Wireless Surcharge
Alabama	\$2.00 (max)	\$0.70
Alaska	\$0.75	\$0.50 - \$0.75
Arizona	\$0.37	\$0.37
Arkansas	\$1.00	\$0.50
California	Based on access fees	Based on access fees
Colorado	\$0.70	\$0.70
Connecticut	\$0.27	\$0.27
Delaware	\$0.60	\$0.60
District of Columbia	None	\$0.56
Florida	\$0.50	\$0.50
Georgia	\$1.50	\$1.00
Hawaii	\$0.27	None
Idaho	\$1.00	None
Illinois	\$1.25	\$0.75
Indiana	3-5% of monthly access	\$0.65
Iowa	\$0.25 - \$2.50	\$0.50
Kansas	\$0.75	None
Kentucky	\$0.25	\$0.70
Louisiana	\$1.20	\$0.85
Maine	\$0.50	\$0.50
Maryland	\$0.60	\$0.60
Massachusetts	Funded by directory assistance	\$0.30
Michigan	\$0.19 - \$3.00	\$0.52
Minnesota	\$0.43	\$0.48
Mississippi	\$1.25	\$1.00
Missouri	\$0.75	None
Montana	\$0.50	\$0.50
Nebraska	\$0.80	\$0.50
Nevada	Tax Based	\$0.25
New Hampshire	\$0.42	\$0.42
New Jersey	General Fund	General Fund
New Mexico	\$0.51	\$0.51
New York	\$0.35	\$1.20
North Carolina	Local Ordinance	\$0.80
North Dakota	\$1.00	\$1.00
Ohio	\$0.50	None
Oklahoma	3-5% of monthly recurring charges	\$0.50
Oregon	\$0.75	\$0.75
Pennsylvania	\$0.62 - \$1.50	None
Rhode Island	\$0.60	\$0.60
South Carolina	\$0.50 - \$1.50	\$0.59
South Dakota	\$0.75	\$0.75
Tennessee	\$0.65 - \$2.00/\$1.50 - \$3.00 special	\$1.00
Texas	\$0.50	\$0.50
Utah	\$0.53	\$0.53
Vermont	Universal Service Funding	Universal Service Funding
Virginia	\$3.00 (max)	\$0.75
Washington	\$0.20 statewide \$0.35 - \$0.50 by counties	\$0.25
West Virginia	\$1.50	\$0.94
Wisconsin	\$1.00	None
Wyoming	\$0.50	None

**Prepared by Intrado, Government Affairs Department as of 8/11/02**



**P.A. 78 of 1999**

Public Acts of 1999  
Approved by the Governor  
June 28, 1999  
Filed with the Secretary of State  
June 28, 1999  
EFFECTIVE DATE: June 28, 1999  
STATE OF MICHIGAN  
90<sup>TH</sup> LEGISLATURE  
REGULAR SESSION OF 1999

Introduced by Reps. Scranton, DeHart, Birkholz, Howell, LaSata, Garcia, Caul, Middaugh and Bovin

ENROLLED HOUSE BILL No. 4658

AN ACT to amend 1986 PA 32, entitled "An act to provide for the establishment of emergency telephone districts; to provide for the installation, operation, modification, and maintenance of universal emergency number service systems; to provide for the imposition and collection of certain charges; to provide the powers and duties of certain state agencies, local units of government, public officers, telephone service suppliers, and others; to create an emergency telephone service committee; to provide remedies; to provide penalties; and to repeal certain parts of this act on specific dates," by amending section 201 (MCL 484.1201), as amended by 1994 PA 29, and by adding sections 407, 408, 409, 410, 411, and 412; and to repeal acts and parts of acts.

The People of the State of Michigan enact:

Sec. 201. Except as provided in sections 407 to 412, a universal emergency number service system shall not be implemented pursuant to this act unless a tariff exists for each service supplier designated by the final 9-1-1 service plan to provide 9-1-1 service in the universal emergency number system.

Sec. 407. (1) The CMRS emergency telephone fund is created within the state treasury to provide money to implement the wireless emergency service order and this act.

(2) The state treasurer may receive money or other assets from any source for deposit into the fund. Money may be deposited into the fund by electronic funds transfer. The state treasurer shall direct the investment of the fund. The state treasurer shall credit to the fund interest and earnings from fund investments. The state treasurer shall establish restricted subaccounts within the fund for each of the categories listed in section 409(1)(a) to (e).

(3) Money in the fund at the close of the fiscal year shall remain in the fund and shall not lapse to the general fund.

(4) The department of treasury shall expend money from the fund, upon appropriation, only as provided in this act. The disbursement of money may be by electronic funds transfer.

(5) The auditor general shall audit the fund at least annually.

Sec. 408. (1) Until 2 years after the effective date of this section, a CMRS supplier or a reseller shall include a service charge of 55 cents per month for each CMRS connection that has a billing address in this state. Beginning 2 years after the effective date of this section, a CMRS supplier or a reseller shall include a service charge of 52 cents per month for each CMRS connection that has a billing address in this state. The CMRS supplier or reseller shall list the service charge as a

separate line item on each bill. The service charge shall be listed on the bill as the "emergency 9-1-1 charge".

(2) Except as provided in this section, the money collected as the service charge under subsection (1) shall be deposited in the CMRS emergency telephone fund created in section 407 not later than 30 days after the end of the quarter in which the service charge was collected.

(3) From each service charge billed under subsection (1), each CMRS supplier or reseller who billed the customer shall retain  $\frac{1}{2}$  of 1 cent to cover the costs of billing and collection as the only reimbursement from this charge for billing and collection costs.

(4) A CMRS supplier or reseller is not liable for an uncollected service charge billed under subsection (1) for which the CMRS supplier or reseller has billed the CMRS user. If only a partial payment of a bill is received by a CMRS supplier or reseller, the CMRS supplier or reseller shall credit the amount received as follows in priority order:

(a) For services provided.

(b) For the reimbursement under subsection (3).

(c) For the balance of the service charge.

(5) Amounts received under subsection (4) (c) shall be forwarded to the CMRS emergency telephone fund created in section 407. Any uncollected portion of the service charge that is not received shall be billed on subsequent billings and, upon receipt, amounts in excess of the reimbursement under subsection (3) shall be forwarded to the CMRS emergency telephone fund created in section 407. The service charge paid by a CMRS user is not subject to a state or local tax.

(6) A CMRS supplier or reseller shall implement the billing provisions of this section not later than 120 days after the effective date of this section.

Sec. 409. (1) All money collected and deposited in the CMRS emergency telephone fund created in section 407 shall be distributed as follows:

(a) Twenty-five cents of each monthly service charge collected under section 408 shall be disbursed to reimburse CMRS suppliers licensed by the federal communications commission for providing and installing equipment that implements the wireless emergency service order and this act.

(b) Except as provided in subsection (4), 10 cents of each monthly service charge collected under section 408 shall be disbursed equally to each county that has a final 9-1-1 plan in place that includes implementing the wireless emergency service order and this act. Money received by a county under this subdivision shall only be used to implement the wireless emergency service order and this act. Money expended under this subdivision for a purpose considered unnecessary or unreasonable by the committee or the auditor general to implement the wireless emergency service order and this act shall be repaid to the fund.

(c) Except as provided in subsection (4), 15 cents of each monthly service charge collected under section 408 shall be disbursed on a per capita basis to each county that has a final 9-1-1 plan in place that includes implementing the wireless emergency service order and this act. The committee shall certify to the department of treasury annually which counties have a final 9-1-1 plan in place. The most recent census conducted by the United States census bureau shall be used to determine the population of each county in determining the per capita basis in this subdivision. Money received by a county under this subdivision shall only be used to implement the wireless emergency service order and this act. Money expended under this subdivision for a purpose considered unnecessary or unreasonable by the committee or the auditor general to implement the wireless emergency service order and this act shall be repaid to the fund.

(d) One and one-half cents of each monthly service charge collected under section 408 shall be available to PSAPs for training personnel assigned to 9-1-1 centers. A written request for

money from the fund shall be made by a public safety agency or county to the committee. The committee shall semiannually authorize distribution of money from the fund to eligible public safety agencies or counties. A public safety agency or county that receives money under this subdivision shall create, maintain, and make available to the committee upon request a detailed record of expenditures relating to the preparation, administration, and carrying out of activities of its 9-1-1 training program. Money expended by an eligible public safety agency or county for a purpose considered unnecessary or unreasonable by the committee or the auditor general shall be repaid to the fund. Money shall be disbursed to an eligible public safety agency or county for training of PSAP personnel through courses certified by the commission on law enforcement standards only for either of the following purposes:

- (i) To provide basic 9-1-1 operations training.
  - (ii) To provide in-service training to employees engaged in 9-1-1 service.
- (e) Until 2 years after the effective date of this section, three cents of each monthly service charge collected under section 408 shall be used by the department of state police to fund priority issues of 9-1-1 coverage. The department of state police shall annually prepare a list of projects in priority order that the department of state police recommends for funding under this subdivision. The legislature shall annually approve these projects by law. If a project provides infrastructure or equipment for use by CMRS suppliers, the department of state police shall charge a reasonable fee for use of the infrastructure or equipment. Fees collected under this subdivision shall be deposited in the fund and used for the purposes of this subdivision.
- (2) Money received by a county under subsection (1)(b) and (c) shall be distributed by the county to the primary PSAPs geographically located within the 9-1-1 service district by 1 of the following methods:
- (a) As provided in the final 9-1-1 service plan.
  - (b) If distribution is not provided for in the 9-1-1 service plan under subdivision (a), then according to any agreement for distribution between a county and a public agency.
  - (c) If distribution is not provided for in the 9-1-1 service plan under subdivision (a) or by agreement between the county and public agency under subdivision (b), then according to the population within the geographic area for which the PSAP serves as primary PSAP.
  - (d) If a county has multiple emergency telephone districts, money for that county shall be distributed as provided in the emergency telephone districts' final 9-1-1 service plans.
- (3) If a county with a final 9-1-1 plan in place does not accept 9-1-1 calls through the direct dispatch method, relay method, or transfer method from a CMRS user, the revenues available to the county under subsection (1) shall be disbursed to the public agency or county responsible for accepting and responding to those calls.
- (4) Beginning 1 year after the effective date of this section, a county is not eligible to receive disbursements under subsection (1)(b) or (c) unless the county is in compliance with the wireless emergency service order and this act.

Sec. 410. (1) The committee shall appoint a subcommittee to review expenditures from the CMRS emergency telephone fund created in section 407. The subcommittee shall consist of the member of the committee representing the department of state police provided for in section 712, who shall be the chairperson of the subcommittee, and all of the following:

- (a) The member of the committee who represents a commercial mobile radio service as provided for in section 713(1).
- (b) One member of the committee who represents a public safety agency who is not associated with the service supplier industry.

- (c) The member of the committee who represents the Michigan association of counties as appointed under section 713(1).
- (d) One member appointed by the chairperson of the committee who represents the commercial mobile radio service industry but who is not a member of the committee.

(2) A majority of the members of the subcommittee created under subsection (1) constitute a quorum for the purpose of conducting business and exercising the powers of the subcommittee. Official action of the subcommittee may be taken upon a vote of a majority of the subcommittee members. The chairperson of the subcommittee shall not have a vote unless the other members of the subcommittee cast a tie vote.

(3) The subcommittee created in subsection (1) shall review invoices submitted by CMRS suppliers for reimbursement from the CMRS emergency telephone fund created in section 407 in accordance with the wireless emergency service order and this act and shall make recommendations to the committee regarding approval or disapproval of payment on the invoice. The subcommittee may recommend to the committee approval of payment of an expense of a CMRS supplier before the expense is incurred. Before review by the subcommittee, the staff assigned by the department of state police to assist the committee, as provided for under section 714, shall remove all information that identifies the CMRS supplier submitting the invoice. The subcommittee shall review the validity of the invoices and recommend approval or disapproval to the committee. Upon receipt of recommendations from the subcommittee, the committee shall review and approve or disapprove the invoices and authorize payment of approved invoices.

(4) An invoice shall not be approved for payment of either of the following:

- (a) An expense that is not related to complying with the wireless emergency service order and this act.
- (b) An expense that exceeds 125% of the CMRS emergency telephone charges submitted by a CMRS supplier unless the expense was recommended for approval by the subcommittee created in subsection (1) before the expense was incurred.

(5) Notwithstanding section 716, specific information submitted by a CMRS supplier under this section is exempt from the freedom of information act, 1976 PA 442, MCL 15.231 to 15.246, and shall not be released by the chairperson or any member of the committee or their staff without the permission of the CMRS supplier that submitted the information. However, information submitted by CMRS suppliers under this section may be released in the aggregate if the number of CMRS users or the expenses and revenues of a CMRS supplier cannot be identified.

Sec. 411. (1) A CMRS supplier may use money received from the CMRS emergency telephone fund created in section 407 for monthly recurring costs, start-up costs, and nonrecurring costs associated with installation, service, software, and hardware necessary to comply with the wireless emergency service order and this act.

(2) If the total amount from the invoices approved for payment under section 410 exceeds the amount remaining in the CMRS emergency telephone fund created in section 407 in any quarter, all CMRS suppliers that have submitted invoices and that are approved by the committee to receive payment shall receive a pro rata share of the money in the fund that is available in that quarter. Any unpaid balance shall be carried over to the following quarter until all of the approved payments are made.

Sec. 412. (1) The committee shall conduct and complete a cost study and make a report on the service charge required in section 408 not later than April 30, 2000, and August 30 annually after 2000. The report of the study shall include at a minimum all of the following:

- (a) The extent of emergency telephone service implementation in this state by CMRS suppliers under the wireless emergency service order and this act.
- (b) The actual costs incurred by PSAPs and CMRS suppliers in complying with the wireless emergency service order and this act.

- (c) The service charge required in section 408 and a recommendation to change the service charge amount if needed to fund the costs of meeting the time frames in the wireless emergency service order and this act.
- (d) A description of any commercial applications developed as a result of implementing this act.
- (e) A detailed record of expenditures by each county relating to the implementation of the wireless emergency service order and this act.

(2) The committee shall deliver the report of the study prepared under subsection (1) to the secretary of the senate, the clerk of the house of representatives, and the standing committees of the senate and house of representatives having jurisdiction over issues pertaining to telecommunication technology.

(3) Upon receipt of the report, the legislature must consider the findings of the report and determine whether an adjustment to the fee is necessary.

Enacting section 1. Section 408 of the emergency telephone service enabling act, 1986 PA 32, MCL 484.1408, as added by this amendatory act, is repealed effective January 1, 2004.

Enacting section 2. This amendatory act does not take effect unless all of the following bills of the 90<sup>th</sup> Legislature are enacted into law:

- (a) House Bill No. 4659.
- (b) Senate Bill No. 492.
- (c) Senate Bill No. 493.

This act is ordered to take immediate effect.

Clerk of the House of Representatives

Secretary of the Senate

Approved,

Governor

**Emergency Telephone Service Committee  
2002 Report to the Michigan Legislature**

**COMMITTEE MEMBERSHIP LISTING**  
**as of August 30, 2002**

<b>Member Organization</b>	<b>Representative</b>
Association of Public Safety Communications Officials	Ms. Suzan Hensel, Midland County Central Dispatch
Commercial Mobile Radio Service	Mr. Scott Temple, Cingular Wireless
Department of Consumer and Industry Services	Mr. John Patrick, Director of Office Services
Department of State Police	Capt. Thomas J. Miller, Communications Division
Deputy Sheriffs' Association	Lt. Jim Hull, District Representative
Fraternal Order of Police	Mr. John Buczek, Executive Director
Governor's Appointee, Public Member	Mr. John Hunt, SBC Communications
House Appointee, Public Member	Mr. Charles Nystrom, Barry County Central Dispatch
Michigan Association of Ambulance Services	Mr. Dale Berry, Huron Valley Ambulance
Michigan Association of Chiefs of Police	Chief James Bartholomew, Whitehall Police Department
Michigan Association of Counties	Mr. Hugh Crawford, Oakland County Commissioner
Michigan Communications Directors Association <i>serving as Vice Chair (as of August 2002)</i>	Ms. Christina Russell, Oakland County Sheriff's Department
Michigan Association of Fire Chiefs	Chief Paul Trinka, Adrian Fire Department
Michigan Professional Firefighters Union	Mr. Paul Hufnagel, President
Michigan Public Safety Commission <i>served as Vice Chair (January –August 2002)</i>	Ms. Marilyn Moore, MPSC Representative
Michigan Sheriffs' Association	Sheriff Dale Gribler, Van Buren County Sheriff's Department
Michigan State Police Troopers Association	Sgt. Mark Thompson, Vice President
National Emergency Number Association <i>serving as Chair for 2002</i>	Mr. Paul Rogers, Eaton County Central Dispatch
Senate Appointee, Public Member	Vacant since 7-1-01.
Telecommunications Association of Michigan	Ms. Kelly Fennell, Ameritech
UP Emergency Medical Services Corp.	Mr. Robert Struck, Executive Director

<p><b>Emergency Telephone Service Committee</b>  <b>2002 Report to the Michigan Legislature</b></p> <p><b>SUBCOMMITTEE LISTINGS</b></p>
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**CMRS Subcommittee**

Capt. Thomas J. Miller, ETSC/MSP, Chair  
 Mr. Scott Temple, ETSC/CMRS  
 Mr. Hugh Crawford, ETSC/MAC  
 Chief James Bartholomew, ETSC/MACP  
 Mr. Paul Styler, CMRS

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**Dispatcher Training Subcommittee**

Mr. Charles Nystrom, ETSC/House Appointee, Chair  
 Ms. Suzan Hensel, ETSC/APCO  
 Mr. Paul Rogers, ETSC/NENA  
 Ms. Christina Russell, ETSC/Oakland County  
 Chief Paul Trinko, ETSC/MI Assn. of Fire Chiefs  
 Mr. David Ackley, Genesee County Central Dispatch  
 Ms. Dawn Adams, Muskegon Central Dispatch  
 Mr. Thomas Altland, Mason/Oceana County Central Dispatch  
 Mr. John Bawol, Roscommon County Central Dispatch  
 Mr. Gary Brozewski, Bay County Central Dispatch  
 Mr. William Charon, Ionia County Central Dispatch  
 Ms. Renee Korrey, Ingham County Central Dispatch/Lansing P.D.  
 Mr. James Fyvie, Clinton County Central Dispatch  
 Ms. Harriet Miller-Brown, Allegan County Central Dispatch  
 Ms. Connie Ross, Department of Treasury  
 Mr. Dale Rothenberger, MCOLES  
 Mr. Craig Swenson, Washtenaw County  
 Mr. Joseph VanOosterhout, Marquette County Central Dispatch

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**Legislative Action Subcommittee**

Capt. Thomas J. Miller, ETSC/MSP, Chair  
 Mr. Dale Berry, ETSC/MAAS  
 Sheriff Dale Gribler, ETSC/MSA  
 Ms. Suzan Hensel, ETSC/APCO  
 Ms. Marilyn Moore, ETSC/MPSC  
 Mr. Charles Nystrom, ETSC/House Appointee  
 Mr. Paul Rogers, ETSC/NENA  
 Mr. Scott Temple, ETSC/CMRS  
 Ms. Dawn Adams, Muskegon Central Dispatch  
 Ms. Regina Bell, Ameritech  
 Ms. Marsha Bianconi, Conference of Western Wayne  
 Ms. Patricia Coates, Oakland County CLEMIS  
 Mr. Robert Currier, Intrado  
 Mr. James Fyvie, Clinton County Central Dispatch  
 Mr. Andrew Goldberger, St. Joseph County Central Dispatch  
 Mr. Ralph Gould, Grand Rapids Police Department  
 Ms. Jennifer Greenburg, TAM  
 Mr. Al Kear, Verizon  
 Ms. Cathy McCormick, Community EMS  
 Ms. Harriet Miller-Brown, Allegan County Central Dispatch  
 Mr. Mike Sexton, NENA  
 Mr. David Vehslage, Verizon  
 Mr. Rick Winne, Intrado

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**Policy Subcommittee**

Sgt. Mark Thompson, ETSC/MSPTA, Chair  
Mr. Dale Berry, ETSC/MAAS  
Mr. John Patrick, ETSC/DCIS  
Mr. Paul Rogers, ETSC/NENA  
Ms. Christina Russell, ETSC/MCDA  
Mr. Richard Beltnick, Isabella County 9-1-1  
Ms. Patricia Coates, Oakland County  
Mr. James Fyvie, Clinton County Central Dispatch  
Mr. Al Kear, Verizon  
Mr. James Peltier, Alpena County

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**Recertification Subcommittee**

Ms. Suzan Hensel, ETSC/APCO, Chair  
Mr. Charles Nystrom, ETSC/House Appointee  
Mr. Paul Rogers, ETSC/NENA  
Mr. Scott Temple, ETSC/CMRS

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**Resource (Call) Management Subcommittee**  
(inactive)

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**Wireless Implementation Subcommittee**

Ms. Susan Hensel, ETSC/APCO, Chair  
Mr. Ralph Gould, ETSC/MCDA  
Mr. John Hunt, ETSC/Governor's Appointee  
Mr. Charles Nystrom, ETSC/House Appointee  
Mr. Paul Rogers, ETSC/NENA  
Ms. Christina Russell, ETSC/Oakland County  
Mr. Scott Temple, ETSC/CMRS  
F/Lt. Daniel Bateman, MSP Metro Dispatch  
Ms. Marsha Bianconi, Conference of Western Wayne  
Ms. Patricia Coates, CLEMIS, Oakland County  
Mr. Bob Currier, Intrado  
Mr. Andrew Goldberger, St. Joseph County  
Ms. Kathy Neubauer, Troy P.D.  
F/Lt. Shirley Razmus, MSP Rockford Post  
Sgt. Joseph Rebh, Farmington Hills P.D.  
Mr. Mike Sexton, NENA  
Ms. Susan Sherwood, Sprint PCS  
Mr. Joseph VanOosterhout, Marquette County Central Dispatch  
Ms. Ann Weaver, Southfield P.D.

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**EMERGENCY TELEPHONE SERVICE COMMITTEE MEETING**  
**Held at Clinton County Courthouse**  
**St. Johns, Michigan**  
**February 21, 2001**  
**10:00 a.m.**

**MINUTES**

<b>MEMBERS PRESENT</b>	<b>REPRESENTING</b>
Mr. Dale Berry	Michigan Association of Ambulance Services
Mr. John Buczek	Fraternal Order of Police
Chief William Corbett	Public Member, Senate Appointed
Mr. Hugh Crawford	Michigan Association of Counties
Ms. Kelly Fennell	Telecommunications Association of Michigan
Mr. Ralph Gould	Michigan Communications Directors Association
Sheriff Dale Gribler	Michigan Sheriffs' Association
Ms. Suzan Hensel	Assn. of Public Safety Communications Officials
Mr. Paul Hufnagel	Michigan Professional Firefighters Union
Lt. Jim Hull	Deputy Sheriffs' Association
Mr. John Hunt	Public Member, Governor Appointed
Lt. Col. Stephen Madden	Department of State Police
Ms. Marilyn Moore	Michigan Public Service Commission
Mr. Charles Nystrom	Public Member, House Appointed
Mr. John Patrick	Department of Consumer and Industry Services
Mr. Paul Rogers	National Emergency Number Association
Mr. Scott Temple	Commercial Mobile Radio Service
Sgt. Mark Thompson	Michigan State Police Troopers Association
Chief Paul Trinko	Michigan Association of Fire Chiefs

<b>MEMBERS ABSENT</b>	<b>REPRESENTING</b>
Chief James Bartholomew	Michigan Association of Chiefs of Police
Mr. Robert Struck	UP Emergency Medical Service Corp.

This meeting of the Emergency Telephone Service Committee (ETSC) was convened by Lt. Colonel Madden at 10 a.m.

**NEW MEMBERS**

The following new members were welcomed to the Committee for 2001:

- Mr. Hugh Crawford, Oakland County Commissioner; representing the Michigan Association of Counties (MAC)
- Mr. Ralph Gould, Grand Rapids Police Department; representing the Michigan Communications Directors Association (MCDA)
- Sgt. Mark Thompson, Michigan State Police; representing the Michigan State Police Troopers Association (MSPTA)
- Ms. Kelly Fennell, Ameritech; representing the Telecommunications Association of Michigan
- Chief James Bartholomew, Whitehall Police Department; representing the Michigan Association of Chiefs of Police

## 2001 ELECTION OF OFFICERS

MOTION to elect Lt. Col. Stephen Madden as ETSC Chair for 2001. MOTION CARRIED unanimously.

MOTION to elect Mr. Paul Rogers as ETSC Vice Chair for 2001. MOTION CARRIED unanimously.

## APPROVAL OF MINUTES

MOTION to approve the minutes of the November 29, 2000, ETSC meeting. A vote was taken and the MOTION CARRIED.

## REPORTS

### A. MSP REPORT

#### **CMRS Emergency Telephone Fund Balances**

The Committee was provided with a spreadsheet detailing CMRS fund collections and distributions to date. Also provided was a summary of first-year payments to counties.

#### **County List of Phase I Implementation Status**

A list of counties was provided which shows the date of each county's final 9-1-1 service plan, the date the county requested Phase I, and the date Phase I was implemented. This list has been posted on the ETSC web site and will be updated as information is provided. Updates should be provided to Denise Fox or Linda Cwiek.

#### **Non-Disclosure Agreement**

As directed by the ETSC at its last meeting, the sample Non-Disclosure Agreement was amended to include the word "template" and was distributed to County Commissioners, County 9-1-1 Coordinators, PSAP Directors, CMRS Suppliers, and Telephone Companies on December 14, 2000.

#### **New Area Code Effective 4/7/2001**

Effective April 7, 2001, the existing 517 area code will be divided into two separate area codes: 517 and 989. The southern portion of the area will keep 517 while the northern portion will change to 989. A listing of telephone number prefixes that will change to 989 was distributed. There will be a six-month optional dialing period, or "grace period." During this six-month period, callers can complete calls by using either the 517 or 989 area code. Effective October 6, 2001, it will be necessary to use the 989 code when calling the affected area. A question was raised as to the specific time of day the change will occur. (Subsequent to the meeting, contact was made with the Michigan Public Service Commission. MPSC recommends that individuals with specific questions regarding the cut-over contact their local carrier(s). Information regarding this area code change and others pending in Michigan can be found on the internet at [www.codefinder.com/mibgframe.html](http://www.codefinder.com/mibgframe.html).)

## **B. POLICY SUBCOMMITTEE REPORT**

Mr. Hunt presented the subcommittee's recommendations to amend the ETSC Bylaws as follows (changes noted in caps):

5. *The rules of procedure for the Committee AND ANY SUBCOMMITTEES shall be Robert's Rules of Order unless superceded by these bylaws.*
6. *SUBCOMMITTEES ~~The Chairperson, with the approval of the Committee, may establish subcommittees and designate members to serve on them.~~*
  - a. *THE CHAIRPERSON OF THE ETSC, WITH APPROVAL OF THE ETSC, MAY ESTABLISH SUBCOMMITTEES AS NEEDED, AND DESIGNATE THE SUBCOMMITTEE CHAIR.*
  - b. *THE CHAIRPERSON OF A SUBCOMMITTEE MUST BE A MEMBER OF THE ETSC.*
  - c. *THE CHAIRPERSON OF THE SUBCOMMITTEE, WITH THE CONCURRENCE OF THE CHAIRPERSON OF THE ETSC, SHALL DESIGNATE MEMBERS SERVING ON THE SUBCOMMITTEE. OTHER THAN THE CHAIRPERSON, MEMBERS OF A SUBCOMMITTEE NEED NOT BE ETSC MEMBERS. INDIVIDUALS INTERESTED IN SERVING ON THE SUBCOMMITTEE MUST SUBMIT A WRITTEN REQUEST TO THE CHAIRPERSON OF THE SUBCOMMITTEE EXPRESSING SUCH INTEREST AND STATING ANY PERTINENT AFFILIATIONS.*
  - d. *ONLY DULY DESIGNATED MEMBERS OF A SUBCOMMITTEE MAY VOTE ON ISSUES BEFORE THE SUBCOMMITTEE.*
  - e. *A QUORUM MUST BE PRESENT TO HOLD AN OFFICIAL MEETING. A QUORUM SHALL CONSIST OF A SIMPLE MAJORITY OF THE DESIGNATED MEMBERS OF THE SUBCOMMITTEE.*
  - f. *THE SUBCOMMITTEE CHAIR SHALL ISSUE MEETING MINUTES FOR EACH SUBCOMMITTEE MEETING HELD, AND SHALL FORWARD SUCH MINUTES, NO LATER THAN 14 BUSINESS DAYS PRIOR TO THE NEXT SCHEDULED COMMITTEE MEETING, TO THE COMMITTEE CHAIR FOR DISTRIBUTION TO THE COMMITTEE.*
  - g. *A MEMBER OF A SUBCOMMITTEE MAY BE REMOVED IF MORE THAN TWO SUBCOMMITTEE MEETINGS ARE MISSED WITHOUT PRIOR WRITTEN NOTICE TO THE CHAIRPERSON OF THE SUBCOMMITTEE.*
  - h. *MEMBERSHIP OF EACH SUBCOMMITTEE SHALL BE REVIEWED ANNUALLY BY THE CHAIRPERSON OF THE COMMITTEE AND THE CHAIRPERSON OF THE SUBCOMMITTEE.*
  - i. *A SUBCOMMITTEE SHALL MAKE A REPORT/RECOMMENDATION TO THE COMMITTEE AFTER THE MATTER HAS PASSED WITH A MAJORITY VOTE OF THE SUBCOMMITTEE. THE SUBCOMMITTEE CHAIR, OR THE CHAIR'S DESIGNEE, SHALL PRESENT THE REPORT/RECOMMENDATION AT THE NEXT SCHEDULED COMMITTEE MEETING OR A SPECIAL MEETING DULY CALLED BY THE COMMITTEE CHAIR.*

- j. *A MINORITY OF THE SUBCOMMITTEE CAN MAKE A REPORT/RECOMMENDATION TO THE COMMITTEE AFTER THE SUBCOMMITTEE MAKES ITS REPORT/RECOMMENDATION TO THE COMMITTEE, BUT IT CANNOT BE ACTED ON UNLESS A COMMITTEE MEMBER MAKES A MOTION AND GAINS SUPPORT TO SUBSTITUTE IT FOR THE REPORT/RECOMMENDATION OF THE SUBCOMMITTEE*

....

10. *Business of the Committee AND ANY SUBCOMMITTEES shall be in compliance with the Open Meetings Act (Act No. 267 of the Public Acts of 1976).*

Mr. Hunt also recommended that the word "ETSC" be changed to "Committee" in 6 (a), (b), and (c) to make the wording consistent with the rest of the Bylaws.

Ms. Hensel questioned how this proposed revision would affect the standing subcommittees. Mr. Hunt advised this had not been discussed; however, standing subcommittees would fall under 6 (h), the subsection that provides for annual review of each subcommittee's membership.

MOTION to support the proposed revisions to the ETSC Bylaws. MOTION PASSED unanimously.

### **C. DISPATCHER TRAINING AND CERTIFICATION SUBCOMMITTEE REPORT**

Mr. Charles Nystrom now chairs the Dispatcher Training and Certification Subcommittee. Mr. Nystrom presented a report of the subcommittee's recent activities. Two minor changes to the report were noted. Under Item 4, (6), the word "basis" should be changed to "basic." Under Item 6, the word "Wolf" should be changed to "Ross."

Among the subcommittee's recommendations is that only personnel employed by primary PSAPs (wireline or wireless) established in Section 401 (12) (a) (b) (c) are to be included in the FTE count as eligible for funds.

Three work groups have been established to identify training criteria and guidelines:

- Operational: Suzan Hensel, Cher'ie White, Ellie Florn, and James Fyvie
- Management/Supervision: James Bolger, William Charon, and Harriet Miller-Brown
- Technical: Stephen Todd, Paul Rogers, and Gary Brozewski

Item 4 (4) of the subcommittee report indicates that the registration form to request training funds must be signed by the county's chief administrative office, the PSAP administrator, and the chief financial officer. Ms. Dawn Adams, Muskegon County Central Dispatch, requested this requirement be changed to accommodate those situations where the dispatch center is an independent authority, separate from the county. Mr. Todd advised that this change will be reflected in the subcommittee's final recommendations to the committee.

Ms. Cathy McCormick, Community EMS, asked if the subcommittee was moving toward establishing minimum standards and, if so, if those standards would be required for secondary PSAPs. Mr. Joseph VanOosterhout, Marquette County Central Dispatch, encouraged the committee to proceed cautiously in considering training standards and their potential impact on Upper Peninsula dispatch centers. Ms. Hensel indicated that the committee's focus at this time is to develop guidelines for dispatcher training and not minimum standards. It is important not to blur the two. While minimum training standards may be discussed at some point in the future, they are not under consideration at this time.

Lt. Colonel Madden advised that he has informed Mr. Nystrom by letter that the Michigan State Police intends to request training funds for MSP dispatchers.

#### **D. WIRELESS IMPLEMENTATION SUBCOMMITTEE REPORT**

Ms. Suzan Hensel presented three documents for adoption by the ETSC: Congestion Control Statement; Revised Grade of Service Policy; and Appeals Process for Challenges to Unallowable Expenditures of Wireless Funds.

The subcommittee's report also included a request to have the ETSC resolve the issue of whether or not additional trunks to PSAPs for the purpose of delivering wireless 9-1-1 calls is an allowable expense incurred by a CMRS and eligible for reimbursement from their fund.

Revised Grade of Service Policy: The Committee discussed at length the draft Revised Grade of Service Policy which proposes that P.01 be adopted for wireless one year from the date of the policy if no other standard can be identified within that time period. It was the consensus of many that the P.01 grade of service standard does not work well in the cellular environment. Mr. Temple opposes any language that applies P.01 to the wireless industry. In instances where a system may be simultaneously flooded with hundreds of calls resulting from one incident, it would be impossible for the wireless technology or the PSAP to handle every call. PSAPs are concerned about those legitimate emergency calls that may not get through during times when the system is being flooded by wireless callers reporting a single incident.

Mr. Hunt asked what part of the system the P.01 standard applies to. Mr. Mike Sexton, Michigan NENA president, advised that P.01 goes from the mobile switch to the router. It is believed that the National Emergency Number Association (NENA) may have a P.01 policy that includes provisions for wireless 9-1-1. The Committee will attempt to obtain a copy of this policy, if it does exist. (NOTE: It was learned subsequent to this meeting that National NENA does not yet have a standard in place. Discussions will take place in March.)

Lieutenant Hull questioned the rationale for adopting this Grade of Service policy now and then having to revisit it in one year. Mr. Gould indicated this issue is a major stumbling block for wireless implementation and the subcommittee believes this policy will help keep the Committee's attention focused on identifying a workable solution.

Mr. Gould advised that there has been no study done to identify what percentage of wireless calls received regarding a single incident provide new, worthwhile information about the incident and that there may be a request made to National NENA to assist in undertaking such a study.

Mr. Hunt questioned whether this draft document should be sent through the Policy Subcommittee for review. Lt. Colonel Madden indicated he views it as more of a proposal than a policy and suggested changing the title of the document.

No formal action was taken by the Committee on the subcommittee's recommendation to adopt this policy or distribute it to CMRS, Telcos, counties, and PSAP managers for their use.

Congestion Control Statement: Mr. Hunt asked if the subcommittee has plans to recommend how wireless traffic will be routed to PSAPs—over the same trunks as wireline or over separate trunks? Ms. Hensel advised that the draft Congestion Control Statement under consideration covers what the committee needs to address at this time. It is designed to help PSAPs understand parameters and give them direction as they work to implement Phase I wireless.

MOVED AND SECONDED by Mr. Rogers that the Committee accept the Congestion Control Statement. Mr. Hunt asked for a point of clarification on whether the Committee must wait 30 days before taking action. The Congestion Control Statement is not a policy, but a recommendation; the ETSC has no authority to require compliance. Mr. Hunt asked that the Committee define "policy" versus "standard" and clarify which actions require 30-day advance notice to Committee members. Lt. Colonel Madden referred this to the Policy Subcommittee for review. Ms. Hensel requested the motion be amended to include the subcommittee's

recommendation that the statement be distributed to counties and PSAP managers for their use. Mr. Rogers agreed and rephrased his motion as follows: AMENDED MOTION that the Committee accept the Congestion Control Statement and distribute it to counties and PSAP managers for their use. The amended motion was not seconded and no further action was taken by the Committee.

Appeals Process for Challenges to Unallowable Expenditures of Wireless Funds: Ms. Hensel requested that Item 3 of the draft be amended to reflect that the Wireless Subcommittee Chair would serve as one of the three members of the subcommittee designated to review appeals. This document rises to the policy level. Committee members were asked to review the draft and be prepared to address it at the next ETSC meeting.

## **E. RECERTIFICATION SUBCOMMITTEE REPORT**

At the last ETSC meeting, the Chair asked this subcommittee to address what counties must do to be certified for second year funds. The subcommittee recommends the following be adopted by the Committee:

1. *To be compliant with Michigan P.A. 78, a county must, at a minimum, prior to May 1, 2001:*
  - (A) *Provide ETSC with documentation that a tentative 911 plan, whether new, amended, or revised, has been approved by that county's board of commissioners. It is acceptable, under this provision, that the final plan approval be pending, and;*
  - (B) *The tentative 911 plan or final 911 plan must incorporate a reference to FCC Docket 94-102, the wireless emergency service order.*
2. *To be compliant with the wireless emergency service order (94-102) a county must, prior to May 1, 2001:*
  - (A) *Make a written request for Phase 1 wireless 911 to the service providers for their county, and;*
  - (B) *Have a primary PSAP capable of receiving and utilizing the requested data elements within the required six month implementation time frame, and;*
  - (C) *Notify ETSC, in writing, of that request.*

*There is concern that recommendation two will exclude several counties from eligibility for recertification to receive 2001 wireless funds. The Committee asks that ETSC consider supporting a recommendation to MSP to allow those excluded counties to receive appropriate monies from the \$.03 fund so they may continue their efforts to implement 911 and wireless 911 services for their counties.*

Ms. Hensel has received calls from many county and PSAP representatives asking for direction on second year certification. Some counties contend that the language of their final 9-1-1 plan is fluid enough to provide for any new technologies, including wireless. Ms. Hensel has asked these counties to provide her with the specific language from their plan, and the subcommittee will review this issue further.

By statute, the Committee certifies to the Department of Treasury annually which counties are in compliance. If a county has not met the requirements for certification by the May 1, 2001 deadline, they will not be eligible for any second-year funding. The Department of Treasury bases its distribution formula on the number of counties certified by the ETSC as eligible for that year. There are no provisions in the statute to set aside any funds for counties that may come into compliance mid-year.

In counties with multiple PSAPs, it is the responsibility of the county to amend its final 9-1-1 service plan and request wireless funds. P.A. 32 is clear that this is a county-based program and PSAPs are not eligible to request or receive funds directly from Treasury.

ETSC, NENA, APCO, MCDA, and others have been working for more than a year to ensure every county and PSAP in Michigan is aware of the requirements of the 1999 wireless legislation. The ETSC sent letters on March 28, 2000, and August 17, 2000, to all county commissioners, county 9-1-1 coordinators, and PSAP directors advising them that a county must have in place a final 9-1-1 service plan which includes implementation and compliance with the wireless emergency service order and 1986 P.A. 32, as amended, to be eligible for second-year funds. ETSC meeting minutes are routinely sent to all county commissioners, 9-1-1 coordinators, and PSAP directors. There is still adequate time for every county and PSAP in the state to come into compliance if they take action now.

NENA, AMUG, and ETSC are sponsoring a Michigan Wireless 9-1-1 Implementation Seminar on March 28 in Mt. Pleasant to help address this and other wireless implementation issues. Information regarding the seminar can be obtained by calling Ms. Linda Cwiek at (517) 336-6163 or by visiting the seminar web site at [www.nena9-1-1.org/michigan/wireless%20seminar](http://www.nena9-1-1.org/michigan/wireless%20seminar).

Mr. Sexton advised that some Upper Peninsula counties are moving forward to get their 9-1-1 systems operational, but they won't be ready within six months. They will be excluded until they are ready to accept Phase I. This is the basis for the subcommittee's recommendation that MSP consider using some of its \$.03 Fund monies to assist these counties in implementing their 9-1-1 programs. Lt. Colonel Madden cautioned that any expenditure of \$.03 Funds requires legislative approval which will take considerable time. (Lt. Colonel Madden provided additional information regarding the \$.03 Fund later in this meeting as reflected below in these minutes.)

Mr. Hunt recommended the wording of Item 2 be changed to replace the wording "wireless emergency service order (94-102)" with "ETSC requirements for recertification."

MOTION that these minutes, as amended by Mr. Hunt's suggestion, be adopted as the Committee's course of action. MOTION PASSED with one "no" vote.

#### **F. CMRS SUBCOMMITTEE REPORT**

No CMRS invoices have been submitted for reimbursement to date. As the new Michigan Association of Counties representative, Mr. Hugh Crawford will also serve as a member of the CMRS Subcommittee. With Chief Fred Rogers' resignation from the subcommittee, the public agency representative seat is now vacant. According to P.A. 32, this seat is to be held by "one member of the committee who represents a public safety agency who is not associated with the service supplier industry." Those ETSC members who qualify and are interested in serving on this subcommittee are asked to notify Lt. Colonel Madden's office.

### **DISCUSSION**

#### **A. SUNSET OF \$.03 MSP PRIORITY FUND**

The \$.03 MSP priority fund portion of the wireless E9-1-1 surcharge is scheduled to sunset two years from the effective date of the legislation, on June 29, 2001. Lt. Colonel Madden recommended that the ETSC notify CMRS suppliers by letter of this upcoming change in the service charge amount. A draft letter was provided for consideration. This notification is not required by law, but would be done as a courtesy to CMRS suppliers.

MOTION that the Committee approve distribution of the draft letter to CMRS suppliers. MOTION CARRIED unanimously.

Committee members were provided with a summary of suggestions received to date on possible uses for the \$.03 MSP Priority Fund. Lt. Colonel Madden advised that the Michigan State Police intends to develop an RFP (request for proposal) to hire a contractor to evaluate the state of 9-1-1 in Michigan and make recommendations for use of these funds. One or two ETSC members will be asked to assist in this process. To date, several suggestions have been received from various sources, including requests from several counties for funds to pay for additional personnel and purchase equipment, mapping software, etc. These requests will be all given consideration as MSP develops its list of recommendations for submission to the Legislature.

Mr. Gould noted that representatives from the Upper Peninsula have requested funds be allotted to establish teleconferencing capabilities for ETSC and ETSC subcommittee meetings. Mr. Gould offered his support for this suggestion.

## **B. WARRANT ENTRY**

Lt. Colonel Madden received a letter dated December 6, 2000, from Sheriff James Marquardt, Alpena County, advising that effective January 1, 2001, Alpena 9-1-1 operators would no longer enter warrants for police agencies in the area. Sheriff Marquardt was advised by the Alpena 9-1-1 Director that the ETSC will not allow warrants to be entered by 9-1-1 dispatchers. In his letter, Sheriff Marquardt asked the ETSC to "stay the order" of the 9-1-1 director for a period of six months until their courts are able to enter the warrants. Lt. Colonel Madden asked for Committee members' opinions on this issue.

Ms. Hensel believes that services provided by any PSAP are under local control and the ETSC should not dictate what those functions should be.

Mr. Rogers stated that some centers have never entered warrants and don't believe it is their responsibility. Eaton County is a full-service dispatch center and they do warrant entry. While paperless entry at the court level would be preferable, until that occurs his center will continue to enter warrants. He believes this is an essential function as part of his responsibility to ensure the safety of officers in the field. Mr. Rogers agrees with Ms. Hensel that this is a local issue.

Mr. Hunt believes that dispatchers who are fully funded by the surcharge should not be performing non-911 functions.

Lt. Colonel Madden will advise Sheriff Marquardt and any others who inquire that the ETSC has declined to take a formal position on this issue as it is one of local control.

## **C. CHAIR'S COMMENTS**

The Committee has two major issues to address in 2001: second-year certification and \$.03 MSP Priority Fund. The ETSC has made considerable efforts to notify counties of their responsibilities under the 1999 wireless legislation and will continue to do so. The responsibility now rests with the county commissioners to ensure that 9-1-1 issues are addressed within their counties. ETSC members and others actively involved in the process should continue to promote discussions and information sharing wherever possible.

In regard to the \$.03 Fund, there are considerable dollars available in the fund to move 9-1-1 wireline and wireless into the new millennium. The Michigan State Police is committed to ensuring this money is spent to best serve the needs of 9-1-1 in Michigan.



**PUBLIC COMMENT**

None.

**NEXT MEETING**

Tuesday, May 22, 2001, beginning at 10:00 a.m., Continental Room, Amway Grand Hotel, Grand Rapids; to be held in conjunction with the Annual 9-1-1 Conference. Lt. Colonel Madden will not be present as he has a prior commitment out-of-state. Mr. Paul Rogers, ETSC Vice Chair, will chair the May meeting.

Information regarding the Annual 9-1-1 Conference can be found on the NENA web site at [www.nena9-1-1.org/michigan](http://www.nena9-1-1.org/michigan).

The meeting adjourned at 12:25 p.m.

Approved:

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Stephen D. Madden, Chair  
Emergency Telephone Service Committee



**EMERGENCY TELEPHONE SERVICE COMMITTEE MEETING**  
**Held at Amway Grand Hotel**  
**Grand Rapids, Michigan**

**May 22, 2001**  
**10:00 a.m.**

**MINUTES**

<b>MEMBERS PRESENT</b>	<b>REPRESENTING</b>
Mr. Paul Rogers, Vice Chair	National Emergency Number Association
Chief James Bartholomew	Michigan Association of Chiefs of Police
Mr. Dale Berry	Michigan Association of Ambulance Services
Mr. Hugh Crawford	Michigan Association of Counties
Mr. Steve Berenbaum, rep. Ms. Kelly Fennell	Telecommunications Association of Michigan
Mr. Ralph Gould	Michigan Communications Directors Association
Sheriff Dale Gribler	Michigan Sheriffs' Association
Ms. Suzan Hensel	Assn. of Public Safety Communications Officials
Lt. Jim Hull	Deputy Sheriffs' Association
Ms. Marilyn Moore	Michigan Public Service Commission
Mr. Charles Nystrom	Public Member, House Appointed
Mr. John Patrick	Department of Consumer and Industry Services
Mr. Scott Temple	Commercial Mobile Radio Service
Sgt. Mark Thompson	Michigan State Police Troopers Association
Chief Paul Trinko	Michigan Association of Fire Chiefs

<b>MEMBERS ABSENT</b>	<b>REPRESENTING</b>
Mr. John Buczek	Fraternal Order of Police
Chief William Corbett	Public Member, Senate Appointed
Mr. Paul Hufnagel	Michigan Professional Firefighters Union
Mr. John Hunt	Public Member, Governor Appointed
Lt. Col. Stephen Madden, Chair	Department of State Police
Mr. Robert Struck	UP Emergency Medical Service Corp.

This meeting of the Emergency Telephone Service Committee (ETSC) was convened by Mr. Rogers at 10 a.m.

**NEW MEMBER**

Mr. Rogers introduced Chief James Bartholomew, Whitehall Police Department, the new Michigan Association of Chiefs of Police representative to the ETSC.

**APPROVAL OF MINUTES**

MOTION to approve the minutes of the February 21, 2001, ETSC meeting. A vote was taken and the MOTION CARRIED unanimously.

## REPORTS

### A. REPORT OF THE VICE CHAIR

#### **Action Taken Subsequent to February ETSC Meeting**

Committee members and attendees were provided with three documents that were prepared as directed by the Committee at the February 2001 meeting--revised Bylaws that clarify the makeup and operation of subcommittees; a letter dated March 1 that was sent to counties and PSAPs detailing the requirements for second year certification for wireless funds; and a letter dated February 26 that was sent to Commercial Mobile Radio Service (CMRS) suppliers advising them of the change in service charge amount effective June 29, 2001.

#### **CMRS Emergency Telephone Fund Balances**

A spreadsheet was provided detailing CMRS Fund collections and distributions as of May 16, 2001.

#### **May 2001 Payment to Counties**

The first quarter, second-year wireless fund payment to counties has been delayed pending the ETSC's second-year certification of counties. The Department of Treasury will calculate the next quarterly payment utilizing 1990 census figures and checks will be mailed by the end of May. Quarterly payments following that will be based on 2000 census figures. A listing by county showing population changes from 1990 to 2000 was provided.

#### **County List of Phase I Implementation Status**

A list of counties was provided which shows the date of each county's final 9-1-1 service plan, the date the county requested Phase I, and the date Phase I was implemented. Updates should be provided to Denise Fox or Linda Cwiek.

#### **Subcommittee Listings**

An updated listing of subcommittees was provided. ETSC members interested in participating in a subcommittee are asked to advise the subcommittee chair or Linda Cwiek. Non-ETSC members interesting in participating in a subcommittee are asked to submit a written request to the subcommittee chair.

#### **Mackinac County Cutover to Enhanced 9-1-1**

Mackinac County cut over to enhanced 9-1-1 effective March 14, and is operating through Negaunee Regional Dispatch. Congratulations were offered to the county on its hard work in bringing this to fruition.

#### **FCC Response to King County, Washington Request for Clarification**

The Federal Communications Commission (FCC) Wireless Telecommunications Bureau recently responded by letter to a King County, Washington, question of "whether the funding of network and database components of Phase I service, and the interface of these components to the existing 911 system [is] the responsibility of the wireless carriers or the [Public Safety Answering Points] PSAPs." The FCC provided a definitive response which read, in part:

*. . . the proper demarcation point for allocating costs between the wireless carriers and the PSAPs is the input to the 911 Selective Router maintained by the Incumbent Local Exchange Carrier (ILEC). Thus . . . wireless carriers are responsible for the costs of all hardware and software components and functionalities that precede the 911 Selective Router, including the trunk from the carrier's Mobile Switching Center (MSC) to the 911 Selective Router, and the particular databases, interface devices, and trunk lines that may be needed to implement the Non-Call Path Associated Signaling and Hybrid Call Path*

*Associated Signaling methodologies for delivering E911 Phase I data to the PSAP. PSAPs, on the other hand, must bear the costs of maintaining and/or upgrading the E911 components and functionalities beyond the input to the 911 Selective Router, including the 911 Selective Router itself, the trunks between the 911 Selective Router and the PSAP, the Automatic Location Identification (ALI) database, and the PSAP customer premises equipment (CPE).*

Copies of the FCC letter were provided for review. This document represents an FCC staff interpretation and not a formal Commission ruling, however, it does provide direction and may impact future decisions of the ETSC.

#### **March 28, 2001 Critical Issues Forum**

As of the March 16 meeting of the Recertification Subcommittee, only 32 counties were determined to be in compliance with P.A. 32 of 1986, as amended, and the wireless emergency service order. ETSC, NENA, APCO, and MCDA worked together to sponsor and support a one-day forum in Mt. Pleasant on March 28 to provide critical information to counties to assist them in becoming compliant for second-year certification. More than 300 individuals attended the forum. Mr. Rogers, Ms. Hensel, Mr. Sexton, and the Michigan State Police Uniform Services staff received a large number of calls from county and PSAP officials with questions prior to and following the seminar. Mr. Rogers thanked Mr. Sexton, the current Michigan NENA president, for his behind-the-scenes efforts to make this forum possible, and at no cost to attendees. The packet of information prepared for the forum provides a history of where 9-1-1 in Michigan has been and what still needs to be done to make wireless 9-1-1 a reality in our state.

The results of the forum were evident at the May 14 meeting of the Recertification Subcommittee. That subcommittee's report is reflected below.

#### **Contact with U.S. Representative Upton's Office**

On May 10 Lt. Colonel Madden, Mr. Rogers, and Ms. Cwiek participated in a conference call with staff members from Rep. Fred Upton's Washington D.C. office. Representative Upton is the new chair of the Telecommunications and Internet Subcommittee. His staff is collecting information about the status of wireless implementation around the country and looking at the question of whether current implementation standards and schedules are appropriate. Representative Upton may hold hearings in Washington D.C. this June. Information was provided to his aides about Michigan's progress, and they were provided contact names and numbers for National NENA and APCO.

**ETSC Member Participation:** Mr. Rogers reemphasized the need for ETSC members to participate on subcommittees. There is much work to be done and everyone's help is needed. Members serve on the Committee because their organizations want a voice in how 9-1-1 is being managed in Michigan. This voice can best be heard by actively participating in the committee and its subcommittees.

### **B. RECERTIFICATION SUBCOMMITTEE REPORT**

On May 14 Subcommittee members and a number of volunteers met to review the information submitted by counties as required for second-year certification for wireless funding. All 83 counties were determined to be eligible for recertification.

Mr. Nystrom stated that a number of counties are putting money into funds other than wireless. He is aware of one county that is holding all the money although they don't take wireless calls. Mr. Nystrom stated that wireless funds must be in a dedicated fund and the interest has to follow.

MOTION by Hensel, supported by Mr. Hull, that the ETSC approve all 83 counties, including the four conferences of Wayne, for second-year recertification and eligible for 2001 wireless funds. MOTION PASSED unanimously.

The Department of Treasury has calculated the next quarterly payment based on the newly certified 83 counties. The next payment will be higher than previous quarterly payments due to an adjustment made by Treasury. Counties and PSAPs are cautioned not to base their annual budgets on this particular payment. The following payment, to be issued in late July, should be a more accurate reflection of future quarterly distributions.

Two counties, Cass and Schoolcraft, submitted paperwork which lacked a clerk's signature or seal. MSP staff will contact each county and ask them to provide a signed or sealed copy for the ETSC files.

### **C. DISPATCHER TRAINING SUBCOMMITTEE REPORT**

P.A. 32 of 1986, as amended, states in part:

*Money shall be disbursed to an eligible public safety agency or county for training of PSAP personnel through courses certified by the commission on law enforcement standards only for either of the following purposes:*

- (1) To provide basic 9-1-1 operations training.*
- (2) To provide in-service training to employees engaged in 9-1-1 service.*

The Dispatcher Training Subcommittee has worked with MCOLES staff on determining the legislative intent of P.A. 32 as it pertains to MCOLES' responsibilities. MCOLES has never "certified" courses for the law enforcement community. It is believed that the legislative intent was to use MCOLES' established practices, experience, and expertise in approving courses for 9-1-1 training.

MOTION by Mr. Nystrom that, for the purposes of 9-1-1 training fund distribution, the ETSC concurs that the legislative intent of the phrase "courses certified" is the same as "courses approved." Therefore, the ETSC endorses the standards practiced by MCOLES for all course approval in the Act. Ms. Hensel seconded. MOTION PASSED unanimously.

As indicated in the April 24, 2001 letter from Lt. Col. Stephen Madden to County Commissioners, County 9-1-1 Coordinators, and Primary PSAP Directors, it is the intent of the Committee to distribute instructions and a registration form to primary PSAPs by June 4, 2001. This form must be completed and returned by July 2, 2001, in order for a primary PSAP to be considered for distribution of training funds this year.

Form ETSC-101 is the "Request for Act 32 Dispatcher Training Distribution" to be completed by primary PSAPs to request training funds. This form will be submitted to the ETSC through the MSP Uniform Services Bureau office.

Form ETSC-202 is the "Request for Training Course Approval" to be completed by PSAPs and vendors who wish to request training course approval. This form will be submitted to the ETSC through the MCOLES office. The Dispatcher Training Subcommittee will work with MCOLES staff to approve courses. Annual renewal will be required.

MOTION by Mr. Nystrom, supported by Sheriff Gribler, to adopt ETSC-101 with its instructions. On the instruction form, #10 and #12 will be amended to delete the words "e-mail address." MOTION PASSED unanimously.

MOTION by Mr. Nystrom, seconded by Ms. Hensel to adopt Form ETSC-202 with its instructions. On the instruction form, #18 will be amended to add the word "is" after "training." MOTION PASSED unanimously.

The next meeting of the Dispatcher Training Subcommittee is scheduled for June 11 at the MSP Training Academy, 10 a.m. Training course and expenditure guidelines will be finalized.

#### **D. WIRELESS IMPLEMENTATION SUBCOMMITTEE REPORT**

Appeals Process for Challenges to Unallowable Expenditures of Wireless Funds Recommendation: A draft of this document was distributed to committee members at the February meeting for their review.

MOTION by Ms. Hensel that this document be adopted. Mr. Gould seconded.

DISCUSSION: Sheriff Gribler asked if appeals can be made in person rather than in writing. The initial appeal is made in writing and is referred to the Wireless 9-1-1 Implementation Subcommittee Task Force for review and recommendation. If the recommendation is negative, a personal appearance to allow appeal before the full ETSC may be appropriate.

Item 1 of the document states that "[a] county with questions or challenges . . . will present a written request of appeal . . ." Mr. Berry questioned whether this prohibits individual PSAPs from bringing forward challenges. MOTION by Ms. Hensel, supported by Mr. Berry to amend Item 1 to read "A county or PSAP . . ." MOTION TO AMEND PASSED with one nay vote.

Mr. Berry questioned the necessity of including Item 6 in this document and suggested it be eliminated. MOTION by Mr. Berry to delete Item 6. No second was received and the motion was withdrawn.

MOTION PASSED unanimously to adopt the Appeals Process for Challenges to Unallowable Expenditures of Wireless Funds Recommendation with the approved amendment.

Recommended Grade of Service Standard: MOTION by Ms. Hensel to adopt the Recommended Grade of Service Standard. Seconded by Mr. Nystrom. MOTION PASSED with one nay vote.

DISCUSSION: Mr. Gould stated that the Michigan Communications Directors Association (MCDA) agrees that a standard is needed and supports this motion with a few reservations. P.01 is as yet untested by PSAPs that take a large volume of cellular calls. The additional number of trunks and PSAP personnel needed to meet this standard is undeterminable. MCDA will be looking to National NENA for guidance. Ms. Hensel pointed out that Item 4 of the policy indicates that the Wireless Implementation Subcommittee will revisit this issue after National NENA adopts a national standard.

#### **E. CMRS SUBCOMMITTEE REPORT**

The ETSC recently received its first request for reimbursement from a CMRS supplier (assigned MSP Voucher #01-0001). In compliance with P.A. 32 of 1986, as amended, all identifying information was removed from the invoice by MSP staff before it was submitted to the CMRS Subcommittee for review and recommendation. Committee members were provided with copies of the CMRS Subcommittee's May 14 meeting minutes and the invoice. Mr. Rogers asked Committee members to return the invoice document to Ms. Cwiek following this meeting. Audience members were provided copies of the meeting minutes, but not the invoice.

Mr. Crawford reported that the CMRS Subcommittee met by conference call on May 14 to review MSP Voucher 01-0001. Mr. Paul Styler explained each item and its relationship to implementing wireless E9-1-1 service. Mr. Styler asked that clarification be obtained from the supplier on an

item about which he was uncertain. MSP administrative staff contacted the supplier and obtained a brief explanation of the questioned item to the satisfaction of the subcommittee.

MOTION by Mr. Crawford to approve payment of voucher 01-0001 in the amount of \$332,839. Mr. Bartholomew supported. MOTION PASSED unanimously.

#### **F. LEGISLATIVE ACTION SUBCOMMITTEE REPORT**

Mr. Rogers reported that letters have been mailed to counties and CMRS suppliers requesting information for the 2001 Annual Report to the Legislature be submitted to the ETSC by June 22. By statute, this annual report is due August 30. A meeting of the Legislative Action Subcommittee will be held on July 17, 10 a.m. at MSP Headquarters in East Lansing to begin compiling the information. Counties are asked to provide the ETSC with the portion of their latest audit report that addresses their 9-1-1 funds. This portion is usually about two pages in length. Counties should also include a letter detailing the amount of wireless funds they have received to date and an explanation of how the money has been spent or how the county intends to utilize the funds.

### **DISCUSSION**

#### **A. AUDIT REQUIREMENTS FOR WIRELESS FUNDS**

There is some confusion among counties and PSAPs as to the audit requirements for wireless funds. Although P.A. 32 of 1986 does not address auditing of wireless funds, audits of government funds are required under other Michigan laws. For most local government agencies, annual audits are required by P.A. 2 of 1968. Some small entities are only required to conduct audits every other year.

Wireline and wireless 9-1-1 revenue must each be accounted for separately and tracked by separate activity numbers. The funds can be co-mingled (placed in the same bank account with general or other funds) and invested with other monies, however, the interest must be pro-rated back to the appropriate activity numbers based on the amounts invested.

Wireline and wireless expenditures must also be tracked using separate activity numbers for each. Training fund receipts and expenditures must be assigned separate activity numbers as well.

#### **B. NPA RELIEF**

Ms. Marilyn Moore provided an overview from the Michigan Public Service Commission (MPSC) on pending area code issues. The FCC controls all resources regarding area codes in the United States. On July 28, 2000, six area codes were transferred from the FCC to the MPSC for processing.

The state of Michigan has 39 incumbent local telephone carriers and approximately 170 competitive local telephone carriers. Telephone carriers request telephone numbers to assign to customers. The first three digits of a 7-digit telephone number are associated with a central telephone office in a given geographic area. The increase of local telephone carriers is beginning to exhaust the number supply in certain areas. The FCC procedure states number distribution to telephone carriers are to be made in blocks of 10,000. This procedure creates stranded numbers, since most of the small competitive local telephone carriers need less than 1,000 numbers. Efforts are underway to change this procedure to permit distribution in smaller blocks of numbers. In the meantime the MPSC, with approval from FCC, has undertaken an area code relief process. In this process, the MPSC has been reviewing six area codes by gathering information at public hearings and through the written comment cycle. The Commission has been issuing Orders to relieve the problem, which either grant an area code split or grant an area code overlay. An area code split divides the geographic area of the current area code, giving one half a new area code number and retaining the current area code

for the other half. The area code overlay allows the current telephone number holders to keep their current area code and assigns a new area code to all new number holders in that geographic area. The Commission determines which direction to take based on comments received at public hearings and through the written comment cycle. Therefore, interested parties need to be specific when submitting comments. Your comments are encouraged.

Questions regarding area code relief issues can be addressed to the following MPSC staff:  
Dan Kearney, Supervisor, Engineering & Tariff Section, 517-241-6206 or  
Karen Norcross, Senior Numbering Resource Specialist, Engineering & Tariff Section, 517-241-8048.

### **C. 2002 CERTIFICATION**

The quarterly schedule of wireless funds to counties is January, April, July, and October. The ETSC will look to complete the annual recertification of counties earlier next year to permit the Department of Treasury to issue the April quarterly payment on schedule.

### **D. STATEWIDE 9-1-1 DISPATCHING PROCEDURES**

Sheriff Gribler recommended the Resource Management Subcommittee be reactivated for the purpose of looking at issues surrounding the proper allocation of resources during tight budgetary times. The current financial situation around the state, particularly in southwestern Michigan, makes it difficult to allocate the proper public safety resources. Sheriff Gribler believes the ETSC should pay close attention to this issue in the future and he volunteered to serve on the subcommittee.

Mr. Rogers will forward this recommendation to Lt. Colonel Madden for his consideration.

#### **PUBLIC COMMENT**

None.

#### **NEXT MEETING**

Wednesday, August 1, 2001, 10 a.m., Clinton County Courthouse, 100 Cass Street, St. Johns, Michigan.

The meeting adjourned at 11:00 a.m.

Approved:

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Mr. Paul Rogers, Vice Chair  
Emergency Telephone Service Committee





**EMERGENCY TELEPHONE SERVICE COMMITTEE MEETING**  
**Held at Clinton County Courthouse**  
**St. Johns, Michigan**

**August 1, 2001**  
**10:00 a.m.**

**MINUTES**

<b>MEMBERS PRESENT</b>	<b>REPRESENTING</b>
Lt. Col. Stephen Madden, Chair	Department of State Police
Mr. Paul Rogers, Vice Chair	National Emergency Number Association
Mr. Dale Berry	Michigan Association of Ambulance Services
Mr. John Buczek	Fraternal Order of Police
Mr. Hugh Crawford	Michigan Association of Counties
Mr. Steve Berenbaum, rep. Ms. Kelly Fennell	Telecommunications Association of Michigan
Ms. Ralph Gould	Michigan Communications Directors Association
Sheriff Dale Gribler	Michigan Sheriffs' Association
Ms. Suzan Hensel	Assn. of Public Safety Communications Officials
Lt. Jim Hull	Deputy Sheriffs' Association
Mr. John Hunt	Public Member, Governor Appointed
Ms. Marilyn Moore	Michigan Public Service Commission
Mr. Charles Nystrom	Public Member, House Appointed
Mr. John Patrick	Department of Consumer and Industry Services
Sgt. Mark Thompson	Michigan State Police Troopers Association
Chief Paul Trinka	Michigan Association of Fire Chiefs

<b>MEMBERS ABSENT</b>	<b>REPRESENTING</b>
Chief James Bartholomew	Michigan Association of Chiefs of Police
Chief William Corbett	Public Member, Senate Appointed
Mr. Paul Hufnagel	Michigan Professional Firefighters Union
Mr. Robert Struck	UP Emergency Medical Service Corp.
Mr. Scott Temple	Commercial Mobile Radio Service

This meeting of the Emergency Telephone Service Committee (ETSC) was convened by Lt. Colonel Madden at 10 a.m.

**APPROVAL OF MINUTES**

MOTION to approve the minutes of the May 22, 2001, ETSC meeting. A vote was taken and the MOTION CARRIED unanimously.

**REPORTS**

**A. REPORT OF THE CHAIR**

**Retirement Announcements**

Mr. Mike Sexton was congratulated on his retirement from Ameritech. Mr. Sexton is the current president of the Michigan Chapter of NENA and will continue to serve in that position for the full term. He has been very actively involved in moving Michigan's wireless E9-1-1 efforts forward and will continue to work with the ETSC and the public safety community through his NENA position.

It was also announced that Mr. Dave Green is retiring from Verizon (formerly known as GTE). Mr. Green served as the Telecommunications Association of Michigan representative to the ETSC for a period of time and has been a key figure in bringing both wireline and wireless E9-1-1 to Michigan's citizens. He has been a strong supporter of the ETSC and public safety for many years.

#### **Second Year Certification**

At its May meeting, the ETSC voted to certify all 83 counties eligible to receive second-year wireless funding. A letter dated May 25, 2001, was sent to the Department of Treasury notifying them of this action.

#### **Cass and Schoolcraft County Compliance**

As directed by the Committee at the May meeting, letters were sent to Cass and Schoolcraft counties asking for additional documentation to verify compliance for second-year funding. The requested information was subsequently received from both counties.

#### **Collection of 9-1-1 Stories**

The ETSC administrative staff would like to establish a library of current "wireless E9-1-1 stories" that demonstrate the need for Phase I and II technology. These stories will be shared, upon request, with interested parties. Anyone who has a significant story to relate about a wireless 9-1-1 call that demonstrates the need for enhanced wireless 9-1-1 is asked to forward the information to Ms. Linda Cwiek, Uniform Services Bureau, Michigan State Police, 714 S. Harrison Rd., East Lansing, MI, 48823. Please include a detailed description of the call/incident, the outcome, the location, and the date and approximate time it occurred. News articles may also be forwarded.

#### **July 2001 Payment to Counties**

The second quarter, second-year wireless fund payment to counties was issued by the Department of Treasury this week. This is the first payment calculated using the 2000 census figures.

#### **NENA News Article on March Critical Issues Forum**

Attendees were provided with a copy of an article about Michigan's March Critical Issues Forum (CIF), which was published in the Summer 2001 edition of the National NENA News. The article, authored by Mr. Bob Currier of Intrado (formerly SCC Communications), was very complimentary of Michigan's efforts.

#### **Public Member Appointments**

The two-year appointments for the Governor's, House, and Senate public member representatives to the ETSC are scheduled to expire in October 2001. A letter was recently received from Rep. Rick Johnson appointing Mr. Charles Nystrom to another term as the House of Representatives member. Letters have been sent to the Governor's Office and Senator Dan DeGrow asking for their appointments for the next two-year term. Chief Corbett has indicated that he will be unable to continue to serve as the Senate representative.

### **B. DISPATCHER TRAINING SUBCOMMITTEE REPORT**

The Dispatcher Training Subcommittee has been very active over the past several months putting together the processes needed to begin distribution of the dispatcher training funds. The subcommittee met on July 13 to finalize its recommendations to the ETSC.

The Dispatcher Training Distribution form (ETSC-101) was distributed in a mass mailing in early June. Deadline for submission of forms was July 2, 2001 (postmark date). Of the 191 primary PSAPs identified in Michigan, 145 submitted requests for dispatcher training funds and 46 did not apply. The subcommittee recommends 143 applications be approved and two be rejected due to late filing. The 143 approved applications cover a total of 1,814 eligible dispatchers.

With \$421,009 available for this first distribution, the per dispatcher amount for distribution is estimated to be approximately \$232.

MOTION by Mr. Nystrom that the August 2001 wireless training fund distribution be paid to the 143 certified Primary PSAPs from funds collected between January 2000 and December 31, 2000. Motion seconded.

Lt. Jim Mynsberge, Auburn Hills Police Department, appeared before the Committee to appeal the subcommittee's decision to reject Auburn Hills' request for funding. Auburn Hills' ETSC-101 form was signed and dated on July 3, 2001, and was postmarked on July 4, 2001. Lieutenant Mynsberge advised they moved to a much larger facility during the month of June. The disruption of that move contributed to the delayed submission of their request. Auburn Hills appreciates the efforts of the Training Subcommittee and supports the need for dispatcher training. Lieutenant Mynsberge further recommended the committee explore alternative methods for notifying agencies of this process and for allowing agencies to submit applications; e.g., via email. This would help reduce the amount of paperwork involved.

Mr. Nystrom recommended this appeal be denied. Since the July 2 deadline date, Mr. Nystrom has received calls from other agencies asking if they can still apply and he has advised them they cannot. He indicated that to make an exception for the two late applicants would open the door for the other 46 agencies to apply as well. The subcommittee originally planned to recommend the first distribution of funds include all money collected through July 2001, but later voted to distribute only those funds collected in 2000. While this means less money will be distributed this time, there will be more money available for the second distribution when it is anticipated more agencies will apply.

AMENDED MOTION by Mr. Crawford to grant the appeal of Auburn Hills. Motion seconded. Six votes in support and ten votes in opposition. MOTION FAILED.

Vote on original MOTION by Mr. Nystrom that the August 2001 wireless training fund distribution be paid to the 143 certified Primary PSAPs from funds collected between January 2000 and December 31, 2000. MOTION CARRIED by unanimous vote.

Mr. Nystrom advised that form ETSC-201 will be used by the Michigan Commission on Law Enforcement Standards (MCOLES) to approve training courses. The form is sent direct to them. For this reason, MCOLES has asked the form be renumbered to TC-34D to fit within their forms structure.

MOTION by Mr. Nystrom that ETSC form 201 be replaced by form TC-34D. Additional attachments to form TC-34D will be (1) Procedures for Reviewing TC-34D and (2) MCOLES/ETSC Training Approval/Appeal Process chart. MOTION SECONDED AND CARRIED by unanimous vote.

MOTION by Mr. Nystrom that the 9-1-1 Center Personnel Training Fund Distribution, 2001 Guidelines be adopted and distributed to all primary PSAPs statewide. MOTION SECONDED AND CARRIED by unanimous vote. These guidelines include the revised distribution dates.

MOTION by Mr. Nystrom that the money from the wireless \$.03 fund be used to compensate and support MCOLES in the certification (approval) of 9-1-1 training, instructor, and vendor acceptance. Motion seconded.

Lt. Colonel Madden voiced his opposition to this recommendation. The \$.03 funds may only be spent with legislative approval and is designated by statute to be used to fund "priority issues of 9-1-1 coverage." The Michigan State Police (MSP) is in the process of developing an RFP to hire a consultant to assist in developing a prioritized list for submission to the Legislature. MCOLES may ask for consideration as part of this process. Further, Section 714(2) of P.A. 32 provides that "The department of state police and the public service commission shall provide

staff assistance to the committee as necessary to carry out the committee's duties under this section." The MSP Uniform Services Bureau provides considerable staff time and resources to the ETSC without additional funding. MCOLES is also a division within MSP.

Mr. Nystrom reiterated his support for this motion and indicated that MCOLES staff members have spent a considerable amount of time working with the subcommittee on this effort. While he realized the committee cannot authorize payment to MCOLES, he asked the committee to author a letter of recommendation for submission to the Legislature. No specific dollar amount has been identified.

Mr. Gould indicated that the Michigan Communications Directors Association has gone on record recommending the \$.03 funds be used to fund a statewide 9-1-1 coordinator position. While both are good causes, to now support a different recommendation on use of the funds would put MCDA in an awkward position.

Mr. Berry questioned whether, given current economic conditions, the \$.03 funds would be placed in the state's general fund. Lt. Colonel Madden advised that these funds are restricted by statute and will not be placed in the general fund.

MOTION by Mr. Patrick to table the original motion until the RFP and planning process can be completed, and the committee can be given time to evaluate the outcome. Mr. Nystrom supported. MOTION CARRIED by unanimous vote.

Lt. Colonel Madden thanked Mr. Nystrom and the members of the subcommittee for their efforts in moving the dispatcher training fund process forward.

#### **C. CMRS SUBCOMMITTEE REPORT**

The ETSC recently received its second request for reimbursement from a CMRS supplier (assigned MSP Voucher #01-0002). In compliance with P.A. 32 of 1986, as amended, all identifying information was removed from the invoice by MSP staff before it was submitted to the CMRS Subcommittee for review and recommendation. As requested by one of the CMRS Subcommittee members, MSP administrative staff contacted the supplier and obtained a brief explanation of one item in question to the satisfaction of the subcommittee.

Committee members were provided with copies of the CMRS Subcommittee's July 9 minutes and the invoice. Audience members were provided copies of the minutes, but not the invoice.

MOTION by Lt. Colonel Madden to approve payment of voucher 01-0002 in the amount of \$62,177.02. MOTION SECONDED AND CARRIED by unanimous vote.

#### **D. POLICY SUBCOMMITTEE**

Mr. Hunt provided the following report on behalf of the Policy Subcommittee. The subcommittee was asked to review the existing ETSC Policies and make recommendations on whether or not each should be retained, modified, or deleted. The subcommittee completed this charge and its recommendations were provided to the committee for review.

##### POLICY A – Routing of Cellular Wireless 9-1-1 Calls

The subcommittee recommends this policy be retained with revisions. Recommend the word "cellular" be changed to "wireless" throughout the document. In the second paragraph, change "consolidated dispatch" to "primary public safety answering point."

Lt. Colonel Madden voiced his concern that this policy places the responsibility for handling wireless calls in counties without consolidated dispatch on MSP. Every county has gone on record requesting wireless surcharge funds and Phase I service. If counties accept wireless funds, they cannot expect MSP to continue to handle their wireless calls.

Several other questions and concerns were raised by committee members and the audience regarding the wording of this policy. After discussion, Policy A was referred back to the subcommittee for further review.

POLICY B – Transfer of Emergency Information Between Public Safety Answering Points

The subcommittee recommends this policy be retained as is.

Current policy recommends information be relayed by telephone or direct radio contact, and not by LEIN. Mr. Gould suggested language be added to include digital technology as a means of transferring information. Mr. Rogers reported that, in the past, there were occasions when information was relayed by LEIN and delays resulted when no one at the receiving end saw it for a period of time. Some confirmation of receipt is necessary. Ms. Coates, Oakland County CLEMIS, reported that they will soon be able to transmit information via their CAD system. Calling to confirm receipt would be needless and time-consuming.

Mr. Hunt recommended this policy be returned to the subcommittee. The legislation defines methods of transfer and the subcommittee will review this language to determine whether changes should be made either to the policy or to the existing legislation to address digital technology.

POLICY C – Procedures for Cellular Telephone Callers Reporting an Incident in Progress

The subcommittee recommends this policy be retained, changing the word “cellular” to “wireless.”

This policy was originally drafted to address situations where good Samaritans use their vehicles and wireless phones to follow suspects. This practice raises safety concerns for the citizen and liability concerns for the dispatch center.

Sergeant Thompson pointed out that the policy uses the word “chase” in one paragraph and “follow” in the next, and the two words have very different meanings to him. Much valuable information can be obtained from a citizen following a suspect, like a possible OUIL, at a safe distance.

The ETSC does not have the authority to mandate PSAPs to take any particular action; its role is advisory only. It was suggested the name of the policy be changed from “Procedures . . .” to “Guidelines . . .”

Other comments included use of the word “subject” then “suspect;” reference to turning the call over to a supervisor when this is not always an option; and the suggestion that this issue should be addressed as a training issue, not a policy.

Sheriff Gribler stated that he believes it is important for the ETSC to have a policy on this matter, particularly in light of recent passage of the new CCW law.

Policy C was referred back to the subcommittee for further review.

POLICY D – Transfer of Cellular 9-1-1 Calls Between Public Safety Answering Points

The subcommittee recommends this policy be retained, changing the word “cellular” to “wireless.”

MOTION by Lt. Colonel Madden to retain Policy D as is with the recommended changes.  
MOTION SECONDED AND CARRIED by unanimous vote.

POLICY F – Use of 9-1-1 System by Public Safety Personnel for Non-Emergency Calls

The subcommittee recommends this policy be deleted now that P.A. 32 of 1986, as amended, Section 605 (1-4) addresses this issue.

MOTION to delete Policy F. MOTION SECONDED AND CARRIED by unanimous vote.

**E. LEGISLATIVE ACTION SUBCOMMITTEE REPORT**

Lt. Colonel Madden reported that the subcommittee has been working on the 2001 Annual Report to the Legislature on the Implementation of Wireless E9-1-1. Copies of the draft document were provided to committee members for their review. The recommended tone of this annual report is that Michigan is moving forward, but much more needs to be done. Comments and suggested changes should be referred to Ms. Linda Cwiek as soon as possible. This report is due to the Legislature by August 31, 2001.

During a recent subcommittee meeting, the group entertained a lively discussion on the reasons why Michigan is not further along in Phase I implementation. Several reasons were identified; however, it was also noted that states around the country are experiencing similar difficulties. Michigan was commended at the recent National NENA conference in Florida for its ability to get Phase I service requested statewide.

A primary area identified as hindering Michigan's progress is the lack of project management at the statewide level. Included in the current draft is a recommendation from the ETSC that the state hire a full-time 9-1-1 coordinator to assist with both wireline and wireless issues. Some current ETSC members and MSP staff members are spending an increasing amount of time working on these issues and they cannot continue to do so.

Mr. Hunt stated his opposition to this proposal, as the ETSC has taken no formal action to support the recommendation.

Mr. Rogers stated his support for including the recommendation in the report. He believes Michigan is at a point where a statewide coordinated effort is needed. This is in no way intended to take away local control. Wireless implementation is a classic example of something that could go better if we had statewide project management. Steps taken by one county to implement wireless impact the surrounding counties. Someone is needed to meet regionally with all those involved to make sure the processes come together. A statewide coordinator could also attend national symposiums and bring back information to those agencies that cannot afford to send their own staff.

A lack of cohesiveness has been identified in the wireless implementation process. When wireline E9-1-1 was being established, Ameritech and GTE representatives worked closely with the counties and PSAP directors to help them through the process. With wireless implementation, many carriers and database providers are out of state. Additionally, if a wireless carrier receives a Phase I request for service from a PSAP, they are required to provide it. There is no requirement that the PSAP coordinate its efforts with other PSAPs within its county or adjoining counties. This causes a concern for the wireless carriers that they may be left with abandoned towers as the process evolves.

Mr. Hunt pointed out that the NENA checklist includes steps a PSAP should follow, including a recommendation that the 9-1-1 service provider be included in initial planning sessions. This could alleviate concerns about a lack of cohesiveness.

Ms. Moore agreed that there is a need for a statewide 9-1-1 coordinator. She said the number of inquiries regarding 9-1-1 coming into the Michigan Public Service Commission (MPSC) has been increasing over the years. She attributes the increase over time to the fact that Ameritech and Verizon, the major two incumbent telephone providers in the state, used to perform 9-1-1 functions for county and PSAP staff which should have been performed by the county and PSAP staff. Then competition was introduced into the telecommunications market; greater

demands were placed on Ameritech and Verizon, and they no longer had the time or staff to perform these functions. To compound matters, there was the entry of competitive telephone providers, wireless providers, consultants, and others into the telecommunications market, and many of them are not certain what needs to be done. This is leading to confusion and inefficiency.

Mr. Hunt stated his concern over the fact there is no job description or parameters established for how this position would function. While he agrees that some ETSC members spend an inordinate amount of time on ETSC related issues, he cannot support the hiring of a statewide coordinator at this time.

Mr. Gould offered the assistance of MCDA in drafting a position description for the committee's consideration.

Lt. Colonel Madden views this recommendation as a starting point; he would like the ETSC to go on record that it views certain functions beyond its scope. This will eventually lead into discussions with the Legislature, the Michigan Department of Management and Budget, and the Michigan Department of Civil Service to address function, position level, funding, etc.

MOTION by Mr. Hull that the ETSC 2001 Annual Report to the Legislature include a recommendation that the state pursue the feasibility of establishing a statewide 9-1-1 coordinator position. MOTION PASSED with 14 yes votes and 2 no votes.

Lt. Colonel Madden asked Mr. Gould to begin working with MCDA on preparing a draft position description.

## **DISCUSSION**

### **A. REACTIVATION OF RESOURCE MANAGEMENT SUBCOMMITTEE**

At the last ETSC meeting, Sheriff Gribler requested the Resource Management Subcommittee be reactivated to review issues of personnel/resource management, particularly in areas that have a joint law enforcement presence. Calls for service are being handled inconsistently from county to county, and he believes a statewide policy would be beneficial.

Lt. Colonel Madden stated that Sheriff Germond, the former Michigan Sheriffs' Association representative to the ETSC and a member of the Resource Management Subcommittee, believed that call management was best handled at the county level and he did not support establishment of a statewide policy.

Sheriff Gribler will take this issue back to his membership for discussion and draft an issues paper for future consideration by the Committee.

### **B. CDPD AND THE WIRELESS SURCHARGE**

Ms. Patricia Coates, Oakland County CLEMIS, brought forward a concern about the wireless surcharge being applied to CDPD (Cellular Digital Packet Data) lines. A large number of police departments, local governments, and businesses in the metropolitan Detroit area use CDPD for connectivity for mobile data. The law enforcement systems are normally closed systems, without even internet capability. The local governments primarily send meter reading data back to a billing system, and the primary business use is for automatic vehicle location (AVL). The devices are connected to modems, not cellular telephones, and do not have a dial-able number associated with them. These users normally do not have a mobile telephone connection within the modem, and the devices in use could not dial 9-1-1.

Cingular Wireless believes the law is clear in that they must charge for each connection and a CDPD line is a connection. They do not believe they have the option of not collecting the surcharge on these lines, with the existing wording in the law.

Mr. Rogers pointed out that some mobile communications connections do permit the vehicle to access the internet. Voice over IP mechanisms may eventually be able to contact 9-1-1. The Committee must be careful in its actions on this matter as technology is growing and changing rapidly.

Mr. Hunt advised that NENA is addressing this at the national level. At some point in the future, voice over capability will be a reality.

Lt. Colonel Madden asked Ms. Coates to outline her concerns to him in writing. He will then contact the Attorney General's office and ask for guidance on this matter.

#### **B. MICHIGAN PUBLIC SERVICE COMMISSION (MPSC) WEB PAGE**

Ms. Moore advised that MPSC Communications Division has added to their web page a section under Other Information titled "9-1-1 Related Materials." This section includes pdf files for Michigan 9-1-1 Charges by County and Local Telephone Companies by County, and a link to the ETSC web site.

#### **PUBLIC COMMENT**

Mr. Jim Fyvie, Clinton County Central Dispatch Director, reported that the Clinton County Board of Commissioners has approved a mobile data computer project for their dispatch center that includes mapping and AVL. Mapping is the last component to be completed for the center to be FCC Phase II compliant. Projected completion date is November 2001.

#### **NEXT MEETING**

Wednesday, September 26, 2001, 2 p.m., at the Kettunen Center, 14901 4H Drive, Tustin, Michigan, in conjunction with the APCO Fall Conference. Information regarding the APCO Fall Conference can be found on the new APCO web site at [www.miapco.org](http://www.miapco.org).

The meeting adjourned at 12:30 p.m.

Approved:

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Lt. Col. Stephen D. Madden, Chair  
Emergency Telephone Service Committee



**Emergency Telephone Service Committee  
2002 Report to the Michigan Legislature  
ACRONYMS/DEFINITIONS**

- 9-1-1** A three-digit telephone number to facilitate the reporting of an emergency requiring response by a public safety agency.
- 9-1-1 Network** – Literally, the dedicated circuits, and switching components used to transport voice from the originating central office, PBX, or other equivalent point to the 9-1-1 controller unit at the PSAP.
- 9-1-1 Service** – The delivery of 9-1-1 dialed calls from the originating switch to the PSAP call taker, with associated delivery of ANI and ALI data.
- 9-1-1 System** – The set of network, database and CPE components required to provide 9-1-1 service.
- ALI** **Automatic Location Identification** – The automatic display at the PSAP of the caller's telephone number, the address/location of the telephone and supplementary emergency services information.
- ANI** **Automatic Number Identification** – Telephone number associated with the access line from which a call originates.
- Analog** – As applied to 9-1-1, call transport using signaling involving a physical change, such as voltage or frequency. Analog trunking using multi-frequency tones (MF).
- APCO** **Association of Public Safety Communications Officials** – The Association of Public Safety Communications Officials – International, Inc. is a not-for-profit professional organization dedicated to the enhancement of public safety communications. APCO exists to serve the people who manage, operate, maintain and supply the communications systems.
- AR** **Alternate Routing** – A standard feature provided to allow E9-1-1 calls to be routed to a designated alternate location if **(1)** all E9-1-1 exchange lines to the primary PSAP are busy, or **(2)** the primary PSAP is closed down for a period of time (night service).
- ACN** **Automatic Collision Notification** – A service provided by vendors such as OnStar and ATX that allows sensors in vehicles to automatically initiate a call to a central answering point upon specific levels of vehicle impact, air bag deployment, etc.
- Basic 9-1-1** – An emergency telephone system, which automatically connects 9-1-1 callers to a designated answering point. Call routing is determined by originating central office only. Basic 9-1-1 may or may not support ANI and/or ALI.
- CAS** **Call Associated Signaling**
- CTIA** **Cellular Telecommunications and Internet Association** – The Cellular Telecommunications and Internet Association is the international organization that represents all elements of wireless communication – cellular, personal communication services, enhanced specialized mobile radio, and mobile satellite services – serving the interests of service providers, manufacturers, and others.

**CMRS Commercial Mobile Radio Service** – Includes all of the following:

- 1) A wireless 2-way communication device, including a radio telephone used in cellular telephone service or personal communication service.
- 2) A functional equivalent of a radio telephone communications line used in cellular telephone service or personal communication service.
- 3) A network radio access line.

**CMRS Connection** – Each number assigned to a CMRS customer.

**Company Identifier (Company ID)** – A 3 to 5 character identifier chosen by the Local Exchange Carrier that distinguishes the entity providing dial tone to the end user. The Company Identifier is maintained by NENA in a nationally accessible database.

**Consolidated Dispatch** – A countywide or regional emergency dispatch service that provides dispatch service for 75% or more of the law enforcement, fire fighting, emergency medical service, and other emergency service agencies within the geographical area of a 9-1-1 service district or serves 75% or more of the population within a 9-1-1 service district.

**Data Base** – An organized collection of information, typically stored in computer systems, comprised of fields, records (data) and indexes. In 9-1-1, such databases include master street address guide (MSAG), telephone number/emergency service number (ESN), and telephone customer records.

**Database Service Provider** – A service supplier who maintains and supplies or contracts to maintain and supply an ALI database or a MSAG.

**Dedicated Trunk** – A telephone circuit used for a single purpose such as transmission of 9-1-1 calls.

**DR Default Routing** – The capability to route a 9-1-1 call to a designated (default) PSAP when the incoming 9-1-1 call cannot be selectively routed due to an ANI failure or other cause.

**EMS Emergency Medical Service** – The emergency medical response group established under the Emergency Medical Systems Act of 1972.

**ESN Emergency Service Number** – A number defining the primary PSAP and up to 5 secondary PSAPs serving a particular telephone number. It is used in conjunction with the selective routing feature of E9-1-1 service.

**ESZ Emergency Service Zone** – The designation assigned by a county to each street name and address range that identifies which emergency response service is responsible for responding to an exchange access facility's premises.

**Emergency Telephone Charge** – Emergency telephone operation charge and emergency telephone technical charge.

**Emergency Telephone District** – The area in which 9-1-1 service is provided or is planned to be provided to service users under a 9-1-1 system implemented under this act. Also referred to as "9-1-1 service district."

**Emergency Telephone District Board** – The governing body created by the board of commissioners of the county or counties with authority over an emergency telephone district.

**Emergency Telephone Operation Charge** – A charge for nonnetwork technical equipment and other costs directly related to the dispatch facility and the operation of 1 or more PSAPs including, but not limited to, the costs of dispatch personnel and radio equipment necessary to provide 2-way communication between PSAPs and a public safety agency. Emergency telephone operation charge does not include non-PSAP related costs such as response vehicles and other personnel.

- ETSC**     **Emergency Telephone Service Committee** – A committee created within the department of state police to develop statewide standards and model system considerations and make other recommendations for emergency telephone services.
- Emergency Telephone Technical Charge** – A charge for the network start-up costs, customer notification costs, billing costs including an allowance for uncollectibles for technical and operation charges, and network nonrecurring and recurring installation, maintenance, service, and equipment charges of a service supplier providing 9-1-1 service under this act.
- E9-1-1**     **Enhanced 9-1-1** – An emergency telephone system which includes network switching, database and CPE elements capable of providing Selective Routing, Selective Transfer, Fixed Transfer, ANI and ALI.
- Final 9-1-1 Service Plan** – A tentative 9-1-1 service plan that has been modified only to reflect necessary changes resulting from any exclusions of public agencies from the 9-1-1 service district of the tentative 9-1-1 service plan under section 306 and any failure of public safety agencies to be designated as PSAPs or secondary PSAPs under section 307.
- HCAS**     **Hybrid CAS** – a combination of CAS (Call Associated Signaling) and NCAS (Non Call Associated Signaling).
- Hypertext Link** – A way to connect two Internet resources via a simple word or phrase on which a user can click to start the connection, and easily access cross-references.
- ISDN**     **Integrated Services Digital Network** – A digital interface providing multiple channels for simultaneous functions between the network and CPE.
- Internet Protocol Telephony** – Blending of voice, data, and video using Internet Protocol for each, across the Internet or other existing IP-based LANs and WANs, effectively collapsing three previously separate networks into one.
- LEC**     **Local Exchange Carrier** – A Telecommunications Carrier (TC) under the state/local Public Utilities Act that provide local exchange telecommunications services. Also known as Incumbent Local Exchange Carriers (ILECs), Alternate Local Exchange Carriers (ALECs), Competitive Local Exchange Carriers (CLECs), Competitive Access Providers (CAPs), and Local Service Providers (LSPs)
- LNP**     **Local Number Portability** – A process by which a telephone number may be reassigned from one Local Exchange Carrier to another.
- MSAG**     **Master Street Address Guide** – A perpetual database that contains information continuously provided by a service district that defines the geographic area of the service district and includes an alphabetical list of street names, the range of address numbers on each street, the names of each community in the service district, the emergency service zone of each service user, and the primary service answering point identification codes.
- NASNA**     **National Association of State Nine One One Administrators** – The National Association of State Nine One One Administrators is a not-for-profit corporation of full time state 9-1-1 coordinators whose primary responsibility is to administer 9-1-1 programs in their respective states. NASNA members review public policy issues, federal regulations, technology issues and funding mechanisms that impact 9-1-1 delivery.
- NENA**     **National Emergency Number Association** – The National Emergency Number Association is a not-for-profit corporation established in 1982 to further the goal of “One Nation—One Number.” NENA is a networking source and promotes research, planning and training. NENA strives to educate, set standards and provide certification programs, legislative representation and technical assistance for implementing and managing 9-1-1 systems.

**NCAS      Non Call Associated Signaling**

**PBX      Private Branch Exchange** – A smaller version of the phone company central switching office, usually privately owned by a non-telephone business. A PBX connects to the larger telephone network for external call handling, and usually requires dialing an access digit such as 9 or 8 to make an external call.

**Phase I Wireless E9-1-1 Service** – dispatch center receives call back number of the wireless phone used to dial 9-1-1 and the location of the cell site used to handle the call.

**Phase II Wireless E9-1-1 Service** – dispatch center receives specific location information of the wireless caller dialing 9-1-1, within parameters set by the Federal Communications Commission.

**Primary PSAP** – A PSAP to which 9-1-1 calls are routed directly from the 9-1-1 Control Office. (See PSAP below.)

**Public Safety Agency** – An entity that provides fire fighting, law enforcement, emergency medical, or other emergency service.

**PSAP      Public Safety Answering Point** – A facility equipped and staffed to receive 9-1-1 calls. A Primary PSAP receives the calls directly. If the call is relayed or transferred, the next receiving PSAP is designated a Secondary PSAP.

**Redundancy** – Duplication of components, running in parallel, to increase reliability.

**Relay Method** – A PSAP notes pertinent information and relays it by telephone, radio, or private line to the appropriate public safety agency or other provider of emergency services that has an available emergency service unit located closest to the request for emergency service for dispatch of an emergency service unit.

**Secondary PSAP Answering Point** – A communications facility of a public safety agency or private safety entity that receives 9-1-1 calls by the transfer method only and generally serves as a centralized location for a particular type of emergency call.

**SR      Selective Routing** – The routing of a 9-1-1 call to the proper PSAP based upon the location of the caller.

**Service Provider** – An entity providing one or more of the following 9-1-1 elements: network, CPE, or database service.

**Service Supplier** – A person providing a telephone service or a CMRS to a service user in this state.

**Service User** – An exchange access facility or CMRS service customer of a service supplier within a 9-1-1 system.

**SS7  
CCS7      Signaling System 7 (SS7)/Common Channel Signaling (CCS7)** – An inter-office signaling network separate from the voice path network, utilizing high-speed data transmission to accomplish call processing. (The Public Switched Telephone Network is in the process of upgrading from MF Signaling to SS7.)

**Switch** – Telephone company facility where subscriber lines or interswitch trunks are joined to switching equipment for connecting subscribers to each other, locally or long distance.

**Tariff** – The rate approved by the Public Service Commission for 9-1-1 service provided by a particular service supplier. Tariff does not include a rate of a commercial mobile radio service by a particular supplier.

**Telecommunicator** – As used in 9-1-1, a person who is trained and employed in public safety telecommunications. The term applies to call takers, dispatchers, radio operators, data terminal operators or any combination of such functions in a PSAP.

**Tentative 9-1-1 Service Plan** – A plan prepared by 1 or more counties for implementing a 9-1-1 system in a specified 9-1-1 service district.

**Transfer Method** – A PSAP transfer the 9-1-1 call directly to the appropriate public safety agency or other provider of emergency service that has an available emergency service unit located closest to the request for emergency service for dispatch of an emergency service unit.

**Trunk** – Typically, a communication path between central office switches, or between the 9-1-1 Control Office and the PSAP.

**Universal Emergency Number Service** – Public telephone service that provides service users with the ability to reach a public safety answering point by dialing the digits “9-1-1.” Also referred to as “9-1-1 Service.”

**Universal Emergency Number Service System** – A system for providing 9-1-1 service under P.A. 80 of 1999. Also referred to as “9-1-1 System.”

**Wireless** – A phone system that operates locally without wires, using radio links for call transport.

**Wireless Emergency Service Order** – The order of the Federal Communications Commission. FCC docket No. 94-102, adopted June 12, 1996, with an effective date of October 1, 1996.

**Wireless Phase I** – Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 9-1-1 call with callback number and identification of the cell-sector from which the call originated. Call routing is determined by cell-sector. (Target date April 1998.)

**Wireless Phase II** – Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 9-1-1 call with Phase I requirements plus location of the caller within 100 meters 67% of the time for network-based caller location systems and within 50 meters 67% of the time for handset-based location systems. (Target start date October 2001.)

**Wireless Telecommunications** – The family of Telecommunications services under the heading of Commercial Mobile Radio Service. Includes Cellular, Personal Communications Services (PCS), Mobile Satellite Services (MSS) and Enhanced Specialized Mobile Radio (ESMR).

**Wireline** – The transmission of speech or data using wired connections.